



TECHNICAL REPORT ON
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
REPORT
UNDERTAKEN AT
SOMEWATT FRESH HOTEL
PRESENTED BY
SALAUDEEN ABDULLATEEF BABATUNDE
ND/23/HMT/PT/0059
SUBMITTED TO:
THE SIWES CORDINATOR
DEPARTMENT OF HOSPITALITY MANAGEMENT
KWARA STATE POLYTECHNIC, ILORIN KWARA STATE
FOR THE AWARD OF NATIONAL DIPLOMA (ND) IN HOSPITALITY
MANAGEMENT

February 2025

CERTIFICATION

This SIWES report is cordially acknowledged and certified by the following dignitaries

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ACKNOWLEDGEMENT

I thank Almighty God for all glory, honor and adoration, for mercy received during the period of my studies and when undergoing my industrial training.

My appreciation goes to my parent **Mr. & Mrs. Salaudeen** for their love and efforts as well as sponsorship to my current success and entire wellbeing.

CHAPTER ONE

INTRODUCTION

SIWES is an acronym of student industrial work experience scheme. SIWES is an effective instrument used for exposing student to the realities of the work environment in Nigeria, especially and the world in general, in their various profession so as to achieve the needed technological advance for the nation.

SOME OF THE AIM OF SIWES ARE:

1. To provide for the student opportunities to be involved in the practical aspect of their respective disciplines. This bridging the gap between the practical aspect taught in the class and the real world situation
2. To expose student to latest development or technological innovation in their chosen profession
3. To prepare students for industrial working environment they are likely to meet after graduation

BRIEF HISTORY OF SIWES

The student industrial work experience scheme (**SIWES**) is skill training program designed to expose and prepare student of universities, polytechnic college of technology and others for the industrial work experience they are likely to meet after graduation.

the scheme also afford student of opportunity of familiarizing and exposing themselves to the needed experience in handling equipment and machineries that are usually not available to their institution, the Industrial Training Fund(ITF) funded the scheme during its formative year in 1973/74 but as the financial

involvement became unbearable fund withdraw from the scheme in 1978. The federal government handed over the scheme in 1979 to both the National Universities Commission (**NUC**) and the national board for technical education (**NBTE**) later, the federal government in November 1984 revert the management and the implementation of the SIWES program to (**ITF**) and it was effectively taken over by the industrial training fund in July 1985 with the funding being solely borne by the federal government.

IMPORTANCE AND OBJECTIVE OF SIWES

In regards to the SIWES handbook, the specific objectives and importance of the SIWES are to:

1. Provide an avenue for student institution of higher learning to acquire industrial skills and experience in their course of study
2. Prepare student for the industrial work experience they are to undergo after graduation.
3. Provide student with an opportunity to apply their knowledge real work situation there by bridging the gap between theory and practical
4. To satisfy accreditation requirement set by NBTE
5. To provide student an opportunity to see the real world of their discipline and consequently bridge the gap between the classroom and real work situation
6. To enable student asses interest suitable for their chosen profession

CHAPTER TWO

BRIEF HISTORY OF SOMEWATT FRESH HOTELS

Somewatt Fresh Hotels is located at Fate Road, GRA, Ilorin, Kwara State, Nigeria. The hotel is into Accommodation, Restaurant & Bar, Conference Halls, Swimming Pool and Gym. There Fee is affordable.

Address: Fate Road, G.R.A, Ilorin, Kwara State, Nigeria

Tel: +2348033529350, +2348033955812, +2348061583485

Email: somewattfreshhotel@gmail.com

CHAPTER THREE

TECHNICAL TRAINING EXPERIENCE

WEEK 1:

General cleaning house keeping department

I learnt how to spread the bed sheet correctly

To make the guest comfortable we will arrange the room very well.

Cleaning and dusting of the room so that it will be clean and neat

Mopping and sweeping of the rooms

Dusting and cleaning of the rooms



Soaps Detergent

WEEK 2:

General cleaning of the hotel surrounding

Bar department:- this is a place where they sell alcoholic drink for the guest to have fun.

How to handling cash and providing excellent customer service

How to interact with guests and providing excellent customer services

How to mix and serve drinks (cock tails, beers, wine etc)

How to manage tables and seating area

WEEK 3:

General cleaning of the hotel surrounding

House keeping:- this is a department where we clean and tidy the room of the guest to their satisfaction.

Sweeping and mopping of the guest room

There are various types of rooms where we clean and sweep i.e

Cleaning and dusting of the room

Sparing the bed sheet on the bed properly



Dusting Cloth



Packer

WEEK 4:

General cleaning of the hotel compound or surrounding

House keeping department I learn how to clean the room or tidy the room of the guest.

Cleaning and mopping the guest room neat.

Sweeping and mopping the guest room

Dusting and cleaning the rooms

Hauling a clear communication with front desk and other department



Sweeper



Bucket



Waste Bin

WEEK 5:

General cleaning of the hotel compound

Restaurant department

I learn how to make call from the customer to the restaurant

There are various types of food that we have in the list of the book

After they make order we call the kitchen to prepare the foods to the customer

We write the order inside the docket and bills. Then the kitchen will call the restaurant to come and pick the food to serve the customer.

Managing restaurants reservations and wait lists.



Docket Bills

WEEK 6:

General cleaning

Restaurant department

I learn how to receive order from the guest

After receiving the order from the guest we write it inside docket and bill before calling the kitchen.

Handling guest complains and feed back

Room services and take out orders

Collaborating with the hotel staff to ensure seamless service

WEEK 7:

General cleaning and maintain of kitchen everyday

Maintaining of kitchen equipment and tools

Collaborating with other kitchen staff to ensure efficient service

Managing waste and recycling in the kitchen

Managing investor and ordering the kitchen cleanliness supply

Maintain kitchen cleanliness and organization



Gas Cooker

WEEK 8:

General cleaning of the premises and the department (front office)

Knowing the number of rooms and sections in the hotel

How to receive a call from the guest and how to make a call

How to attend to guest like greeting, filling of registration form

Knowing the relationship between the front office and other department

Providing of information and assistance to guest (e.g direction, recommendation).

WEEK 9:

General cleaning and maintaining of the kitchen everyday

Food preparation and cooking

Menu manning and recipe development

Co-ordinating with front office for service

Plating and garnishing dishes

Maintaining high level of food safety and hygiene



Spoon and Fork



Cup

WEEK 10:

General cleaning

Check-in/check-out

Processing payment and handling of guest bill

Maintain accurate records and report

How to manage room assign merit and keys

Resolving guest complaint and issues



Telecommunication / Computer System Laptop

Week 11:

General cleaning and maintaining equipment

Learning how to sort clothes (whites, colours, delicates)

How to pre-treat stains in the clothes

How to fold and iron clothes

Learn how to remove clothes from washer

Laundry also collaborate with other department like house keeping, front office etc.



Washing Machines

WEEK 12

General cleaning washing machine laundry equipment

How to remove stains from the clothes

Learning different kinds of cleaning agent to use to wash clothes (detergent, fabric softener)

How to dry clothes

How to iron the cloth smoothly and neat

WEEK 13:

General cleaning and maintaining of bar area

How to take orders and serve drinks

How to manage tables and seating are

How to collaborate with other hotel department (e.g room service, events)

How to interact with guests and proving excellent customer services

How to handling cash and credit transaction

WEEK 14:

General cleaning (Restaurant Department)

How to write on the docket and bills and the amount of the food the customers order.

Managing restaurants reservations and wait lists

Room services and take out orders

Collaborating with the hotel staffs to ensure seamless service

Handling guest complains and feed back

WEEK 15:

General cleaning (front office) reception

Knowing the various types of rooms they have on their list e.g pool view etc.

How to receive a call from the guest

How to attend to customer like greeting them, welcoming them warmly.

Knowing the relationship between the reception and other department

Resolving guest complaint and issues

WEEK 16:

General cleaning

House keeping department

Removing of dirty bed sheet and arranging of the guest rooms.

Laying and spreading of the bed sheet on the bed

Washing and mopping the toilet of the guest

Sweeping and dusting of the guest room clean and tidy

Removing the cobwebs in the corridor and inside the guest room.

CHAPTER FOUR

RECOMMENDATION

Going through some of the experience gained during the programme I recommend that there is need for improvement on some of the activities both in the media organization where I served and the school.

1. The time deviation for the programme should be extended for more than a month.
2. Media organization should create more practical knowledge for the students for them to acquire more knowledge from their versatile staffs.

CHAPTER FIVE

CONCLUSION

SIWES was established to provide opportunities for student to be involved in the practical aspect of their respective discipline in the industrial working environment. During my 4 month industrial training I gained a wide range of experience for the various assignments undertaken such as programme production and presentation, programme recording and editing process. All the experience gained helped to fulfill the objectives of SIWES.

REFERENCE

New Oxford Dictionary (Reversed Edition)

Website page: somewattfreshhotel@gmail.com