



TECHNICAL REPORT

ON

**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME
(S.I.W.E.S)**

HELD AT

TRUE J'S PLAY GROUND

No 1, Jehovah Street Behind T-Time Filling Station Owode Onirin
Ikorodu, Lagos State.

WRITTEN BY

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SUBMITTED TO:

**DEPARTMENT OF HOSPITALITY MANAGEMENT
INSTITUTE OF APPLIED SCIENCE
KWARA STATE POLYTECHNIC, ILORIN, KWARA STATE.**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE
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MANAGEMENT**

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CERTIFICATION

This is to certify that the report was compiled by **ONABANJO ENIOLA VICTORIA** with Matric Number **ND/23/HMT/PT/0089** a student of Hospitality Management Department, Institute of Applied Sciences (I.A.S) Kwara State Polytechnic Ilorin, Kwara State on the completion of the Student Industrial Work Experience Scheme (SIWES)

SIWES COORDINATOR

DATE

HEAD OF DEPARTMENT

DATE

DEDICATION

This report is dedicated to God Almighty, who guided me and made the programme a successful one for me.

It also goes to my loving Parent, in person of **MR AND MRS. ONABANJO** to my wonderful mentors and friends, for their advice, encouragement and support both financially and morally. May God continue to bless you. (Amen)

ACKNOWLEDGEMENT

As such praise due to Almighty God for sparing my invincible life during my stay at Kwara State Polytechnic, Ilorin.

To the surprise of my one and only, my next point on call will definitely be my parent for their effort which upholds my success, in this regard, BIG THANKS to them **MR AND MRS ONABANJO**, what will I? If not for their financial moral, spiritual and parental support, my success would have been delayed. I will say vividly "Oh God, have mercy on them even as they nourished me in my childhood.

My appreciation goes to my noble SIWES based supervisor, for their support and impartation of knowledge.

It is mandated on me that the effort of the following toward my success must duly be recognized from lecturers within the institution; May the blessing of God continue to shower you all for contributing immensely on this programme.

TABLE OF CONTENT

Title page

Certification

Dedication

Acknowledgement

Table of content

CHAPTER ONE

1.1 Introduction/Meaning of SIWES

1.2 Objectives of SIWES

1.3 Importance of SIWES

CHAPTER TWO

2.1 Description of the Establishment

2.2 Department in True J's Play Ground

2.3 Organogram

2.4 Equipment in Hotel Industry

CHAPTER THREE

3.1 Experience Acquired

3.2 Work Done

CHAPTER FOUR

4.1 Executive Summary

4.2 Problem Encountered During the Attachment and Solution

CHAPTER FIVE

5.1 Recommendation

5.2 Conclusion

CHAPTER ONE

1.1 INTRODUCTION TO SIWES

SIWES was established by ITF in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduates of tertiary institutions.

The Scheme exposes students to industry based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the 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 student's academic major and career goals. Successful internships foster an experiential learning process that not only promotes career preparation but provides opportunities for learners 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 management as a professional career objective. 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 Degree certificates in specific 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, NBTE), employers of labour and the institutions.

Funding - The Federal Government of Nigeria

Beneficiaries - Undergraduate students of the following: Agriculture, Engineering, Technology, Environmental, Science, Education, Medical Science and Pure and Applied Sciences.

Duration - Four months for Polytechnics and Colleges of Education, and Six months for the Universities.

1.2 OBJECTIVES OF SIWES:

1. SIWES will provide students the opportunity to test their interest in a particular career before permanent commitments are made.
2. SIWES students will develop skills in the application of theory to practical work situations.
3. SIWES will provide students the opportunity to test their aptitude for a particular career before permanent commitments are made.
4. SIWES students will develop skills and techniques directly applicable to their careers.
5. SIWES will aid students in adjusting from college to full-time employment

6. SIWES will provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.
7. SIWES will increase a student's sense of responsibility.
8. SIWES students will be prepared to enter into full-time employment in their area of specialization upon graduation.
9. SIWES students will acquire good work habits
10. SIWES students will develop employment records/references that will enhance employment opportunities. Etc.

1.3 IMPORTANCE OF SIWES

1. It exposes students to better understand the work ethics and regulations in the business environment, and also improve their professional skills as they are acquainted with the developments in their chosen career path.
2. The programme in the end will lead to manpower development and increased labour productivity, which in turn will have both direct and indirect impact on the growth and development of the nation's economy

3. The programme provide students with an opportunity to apply their theoretical knowledge to solve real life problems, thereby bridging the wide gap between theoretical work and actual real life practical experience.

CHAPTER TWO

2.1 DESCRIPTION OF THE ESTABLISHMENT

True J's Play Ground situated at No 1, Jehovah Street Behind T-Time Filling Station Owode Onirin, Ikorodu, Lagos State is a non-governmental organization based in Lagos State. It specializes in Institute of Applied Sciences (IAS) training and skill acquisition. The organization was established to provide individuals with practical IAS knowledge and hands-on experience in various aspects of the field. Over the years, it has expanded its services to cover multiple domains, including Lodge, Dinner Party, Business Programme etc.

2.2 DEPARTMENT IN TRUE J'S PLAY GROUND

- Sales Department
- Food and Beverages Department
- Housekeeping Department

2.3 ORGANOGRAM

ORGANIZATIONAL CHART



2.4 EQUIPMENT IN HOTEL INDUSTRY

- ✓ Refrigeration Equipment
- ✓ Dishwashing equipment
- ✓ Mixers
- ✓ Bedding
- ✓ Lighting
- ✓ Cooking equipment
- ✓ Food processors
- ✓ Towels
- ✓ Television etc.

CHAPTER THREE

3.1 EXPERIENCE GAINED

We the SIWES students are interviewed by C.E.O of True J's Play Ground in person of **Chief Adeola John** we are also given lecture by the SIWES coordinator in person of **Adeola Isreal**.

Below are some knowledge gained during my SIWES Programme

3.2 WORK DONE

During my SIWES program at True J's Play Ground. I did so much work such as:

- ✓ Learning announcement to passengers and services at VIP lounge
- ✓ Taking of orders from the guest and cancellation of order to the guest
- ✓ Attending to payment after the guest is done
- ✓ How to attend to customer complain and how to book reservation for guest.
- ✓ Learning of hotel rules and regulations
- ✓ Cleaning of the environment & meeting of the VIP guest
- ✓ Collection of docket to the bar & final calculation of drinks
- ✓ Arrangement of docket and arrangement of bar
- ✓ How to cook goat pepper soup

- ✓ How to cook yamarita with sauce and preparation of juice
- ✓ Arrangement of VIP table for the guest
- ✓ Cleaning of various room & arrangement bed fold.
- ✓ How to set table for the guest and how to make a napkin folds
- ✓ Meeting of bar customer, collection of orders and preparations.
- ✓ How to prepare jollof rice with less pepper and meat sauce
- ✓ Serving as a waitress
- ✓ How to prepare pepper soup and plantain
- ✓ Working in the housekeeping department
- ✓ How to make local vegetable with white rice
- ✓ How to make use of portion spoon for rice and stew
- ✓ How to cancel reservation for the customer or guest.
- ✓ How to prepare oha soup and yellow garri.
- ✓ How to make use of yam for Catfish pepper soup
- ✓ Working in the front office
- ✓ How to pick a customer call using low voice and high voice
- ✓ General meeting from the management
- ✓ Work as a waitress
- ✓ Arrangement of rooms
- ✓ Work as a receptionist
- ✓ So much work was done by me during my SIWES program at True J's Play Ground.

CHAPTER FOUR

4.1 SUMMARY

SIWES is the Student Industrial Work Experience Scheme. Student are out annually to professional organization relevant to their course of study with the help of the institution based. Coordinator and the scheme takes up at the end of the first year during the ND programme for science oriented course study in polytechnics. The scheme was established by the ITF (Industrial Training Fund) to solve the problem of lack of adequate practical skills. During this programme, student are expected to get technical assistance and acquired more experience scheme in their chosen field of study.

4.2 PROBLEM ENCOUNTERED DURING THE ATTACHMENT AND SOLUTION

Honestly speaking, I faced a little bit challenged during my SIWES program;

- The place of my attachment is very far to my house
- Lack of available industry in the location of some student.
- High cost of transport fare from student resident to the location of the attachment.

- Laziness of some student during the attachment.

SOLUTION

- Government should increase their investment on establishing companies for science oriented student.
- There should be a certain amount to be paid to the student during the attachment.
- There should be a monthly check on the student during the attachment.

CHAPTER FIVE

5.1 RECOMMENDATION

I want to say a very big thank you to the government for introducing the SIWES programme which helps in motivating students in their course of study and also to increase the knowledge and understanding of students on their future endeavor.

I will advice the government to ensure the supervisor to supervise all students involved in the program and also encourage them by paying a token amount to the student in order to motivate and release the burden to transport fare being complained by students.

Student should be aware that SIWES is not for money acquisition rather it for knowledge and practical exposure to their course of study.

5.2 CONCLUSION

Student Industrial Work Experience Scheme (SIWES) is a scheme that improved the technical knowledge of student in the Nigerian institution. The scheme expose student to work method and techniques in handling equipment and machinery that may not be available in their

institutions. It is a good process that every science oriented course must undergoes.

As for me, the SIWES I undergoes in True J's Play Ground exposed me to the practical aspect of cooking and tiding. It widening my knowledge and skill on the discipline the scheme equips student properly to fact any future challenges pertaining to the cooking, riding and cleaning.

Lastly, big thanks to the Industrial Training Fund (ITF) for the establishment of SIWES which now serves as an opportunity for we students of the Nigerian Institution.