



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

**HELD AT
KAPITAL BITE RESTAURANTS
OJOO EXPRESS BESIDE GAS TAB OIL AND GAS IBADAN**

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DEDICATION

This report dedicated to Almighty God, the fulfiller of destiny. I thank Him for his guidance, protection and for been there for me throughout my industrial training programme.

It also dedicated to my beloved parents **Mr. and Mrs. AYENI** and my friends

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My appreciation goes to Almighty God, who made me to choose Accountancy as my discipline.

However, I will like to thank Industrial Training Fund for their foresight in putting these program and also to the Accountancy Department, Kwara State Polytechnic Ilorin Kwara State for providing the platform on which was engage in the training.

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CHAPTER ONE

1.1 Introduction to SIWES

The Student Industrial Work Experience Scheme (SIWES) 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 and seeing firsthand the practical experience of some theoretical knowledge gained in the course of study.

1.2 Background to the SIWES

The Student Industrial Work Experience Scheme (SIWES) is an initiative which was established in 1973 by the Industrial Training Fund (ITF) to help bridge the gap between acquired classroom education and skills necessary for work in the industry.

Before the inception of the scheme in 1973, there was glaring evidence that inadequate practical exposure of students in tertiary institutions posed serious challenges to both the quality and standard of engineering and technological education in our nation. This resulted in half-baked engineering graduates who needed to undergo a form of training (Industrial Training) to be suitable for employment in industries and firms.

In order to forestall this threat that could bring about industrial regression, the Federal Government through the Industrial Training Fund (ITF) which was established by decree 47 of 1971 introduced the Student Industrial Work Experience Scheme (SIWES) in 1973.

SIWES exposes students to machines and equipment, professional work methods and ways of safe guarding the work areas and workers in industries and other organizations. It helps the student to know the link between what is learnt in the university and what is actually practiced on site. It further helps students to appreciate their field of study better, thereby also determining which area of specialization to go into to contribute to technological development of this nation.

The scheme involves the students, the universities and the industry (employers). It is funded by the Federal Government of Nigeria and jointly coordinated by the National Universities Commission (NUC) and the ITF.

SIWES orientation is usually done to intimate students with the rudiments of industrial training before they are being employed. At the end of the industrial training (IT), successful students whose log books were verified and approved by ITF officials are paid SIWES severance allowance.

1.3 Objectives of SIWES

- i. Provides the student with an opportunity to apply their theoretical knowledge in real work situation thereby bridging the gap between theory and Practical.
- ii. Provides an avenue for students in tertiary institutions to acquire industrial skills and experience in their course of study.
- iii. Expose students to work methods and techniques in handling equipment and machinery that may not be available in universities.
- iv. Familiarizing the student for the working conditions they are likely to meet after graduation; and
- v. Make the transition from the university to the world of work easier and thus enhance student's contacts for later job placement.

CHAPTER TWO

2.1 Introduction To Restaurant

A restaurant is a business establishment that prepares and serves food and beverages to customers. Restaurants can vary in style, ambiance, and menu offerings but generally provide a dining experience for patrons who order meals and drinks, either to eat on-site or to take away.

2.2 Characteristics of a Restaurant

1. **Menu:** Restaurants offer a selection of food and beverages available for customers to order. Menus can range from casual to gourmet and may focus on specific cuisines or dietary preferences.
2. **Service:** Restaurants typically provide various service styles, including:
 - **Full-Service:** Waitstaff takes orders and serves food at the table (e.g., fine dining).
 - **Fast-Casual:** Customers order at a counter and may receive table service for drinks or food delivery (e.g., cafes).
 - **Fast Food:** Orders are placed and paid for at a counter, with quick service and no table service (e.g., burger chains).
3. **Ambiance:** The atmosphere of a restaurant, including decor, lighting, and overall design, plays a significant role in the dining experience, influencing customer satisfaction.
4. **Location:** Restaurants can be standalone establishments or part of larger complexes, and their locations can significantly affect their target market and success.
5. **Licensing and Health Regulations:** Restaurants must comply with local health, safety, and zoning regulations, including obtaining necessary permits for food service and alcohol sales.

2.3 Advantages of Restaurant

Operating a restaurant comes with several advantages that can lead to both personal fulfillment and financial success. Here are some key benefits of owning or running a restaurant:

1. Creative Expression

- **Culinary Creativity:** Chefs and owners can showcase their culinary skills and innovative ideas through unique menu items and presentations.
- **Design and Atmosphere:** The opportunity to create a distinctive ambiance and decor that reflects the restaurant's theme and vision.

2. Community Engagement

- **Building Relationships:** Restaurants often serve as community hubs where people gather, fostering relationships between patrons and staff.
- **Supporting Local Suppliers:** Many restaurants prioritize sourcing ingredients from local farmers and producers, contributing to the local economy.

3. Diverse Revenue Streams

- **Varied Offerings:** Restaurants can increase profitability by offering diverse products, such as catering services, takeout, delivery, and special events.
- **Menu Flexibility:** Ability to adapt the menu to seasonal ingredients, customer preferences, or trends, maximizing appeal.

4. Employment Opportunities

- **Job Creation:** Restaurants often employ a diverse range of staff, from chefs to servers, creating job opportunities in the community.
- **Skill Development:** Employees can gain valuable skills in culinary arts, customer service, and business management.

5. Market Demand

- **Consistent Demand:** Food is a basic necessity, and restaurants serve customers seeking dining experiences, making it a stable industry.
- **Growing Trends:** An increasing interest in dining out, food tourism, and unique culinary experiences can drive customer demand.

2.4 Disadvantages of restaurants

Operating a restaurant can be rewarding, but it also comes with several challenges and disadvantages. Here are some of the key drawbacks of running a restaurant:

3. High Startup Costs

- **Initial Investment:** Opening a restaurant typically requires substantial capital for rent, renovations, equipment, and inventory.
- **Ongoing Expenses:** Restaurants face high initial and ongoing operating costs, including utilities, wages, and food supplies.

2. Intense Competition

- **Market Saturation:** The restaurant industry is highly competitive, with many establishments offering similar services and cuisines.
- **Customer Retention:** Attracting new customers while keeping existing ones can be challenging, especially in a crowded market.

3. Labor Challenges

- **High Turnover Rates:** The restaurant industry often experiences high employee turnover, leading to constant recruitment and training costs.
- **Staffing Issues:** Finding and retaining qualified staff can be difficult, especially in peak seasons or in areas with low unemployment.

4. Long Hours and High Stress

- **Demanding Schedules:** Restaurant owners and staff often work long hours, including nights, weekends, and holidays.
- **Job Stress:** The fast-paced environment can lead to high stress, affecting health and work-life balance.

4. Regulatory Compliance

- **Health and Safety Regulations:** Restaurants must comply with strict health codes and regulations, which can be complex and require ongoing attention.
- **Licensing Challenges:** Obtaining the necessary licenses and permits can be time-consuming and frustrating.

5. Food Waste and Cost Control

- **Managing Inventory:** Restaurants often struggle with food spoilage and waste, which can significantly impact profitability.
- **Cost Management:** Fluctuating food prices and managing labor costs require close oversight to maintain profitability.

CHAPTER THREE

3.1 Introduction to Financial Transactions in Restaurant

Financial transactions in a restaurant involve recording, tracking, and analyzing financial activities specific to the food service industry. This includes managing sales, expenses, payroll, inventory, and cost of goods sold. Restaurant accounting helps ensure efficient operations, compliance, and profitability.

Restaurant accounting involves several key components that help manage finances, track performance, and ensure compliance.

1. Revenue Management

- **Sales Tracking:** Recording daily sales, including food, beverages, and any additional services.
- **Point of Sale (POS) Systems:** Utilizing technology to efficiently capture and analyze sales data.

2. Cost of Goods Sold (COGS)

- **Inventory Management:** Keeping track of raw materials and finished goods to calculate the cost of goods sold.
- **Food Cost Percentage:** Monitoring the percentage of costs relative to sales to manage profitability.

3. Labor Costs

- **Wages and Salaries:** Tracking employee compensation, including overtime, tips, and benefits.
- **Scheduling:** Efficiently managing staff hours to minimize labor costs while meeting service demands.

4. Operating Expenses

- **Fixed and Variable Costs:** Identifying costs such as rent, utilities, marketing, and maintenance.
- **Expense Tracking:** Monitoring and categorizing all operational expenses to control costs.

5. Financial Reporting

- **Income Statements:** Summarizing revenue, expenses, and profits over a specific period.
- **Balance Sheets:** Providing a snapshot of assets, liabilities, and equity at a given time.
- **Cash Flow Statements:** Tracking cash inflow and outflow to ensure liquidity.

3.2 Type of Accounting is used in Restaurants

Restaurants can use cash or accrual accounting methods. Cash accounting, generally used by restaurants with less than \$1 million in revenue, lets restaurant businesses record income or spending when cash is received or disbursed.

Restaurants typically utilize managerial accounting and financial accounting, each serving distinct purposes:

1. Managerial Accounting

- **Purpose:** Focuses on internal decision-making. It provides restaurant managers with the information needed to make informed operational and financial decisions.
- **Components:**
 - **Cost Analysis:** Understanding costs associated with food, labor, and overhead to improve profitability.
 - **Budgeting:** Developing budgets based on expected revenue and expenses to guide operations.
 - **Performance Metrics:** Tracking KPIs like food cost percentages, labor costs, and sales trends to assess business performance.
 - **Forecasting:** Predicting future sales and expenses to aid in planning.

2. Financial Accounting

- **Purpose:** Provides a formal record of financial transactions. It prepares financial statements that summarize the restaurant's financial position for external stakeholders, such as investors, tax authorities, and creditors.
- **Components:**

- **Income Statements:** Summarizes revenues and expenses, showing profitability over specific periods.
- **Balance Sheets:** Displays the restaurant's assets, liabilities, and equity at a given date.
- **Cash Flow Statements:** Details cash inflows and outflows, indicating the restaurant's liquidity.

3.3 What is Restaurant Finance

Restaurant finance refers to the management of the financial aspects of operating a restaurant. It encompasses all activities related to the funding, budgeting, forecasting, and overall financial management necessary to ensure the restaurant's profitability and sustainability.

3.4 Financial Plan for a Restaurant

A restaurant financial plan is a set of documents outlining the business' current monetary position, long-term financial goals, and strategies to achieve these outcomes. With a financial plan in place, you can make intelligent use of your money to build a successful business.

CHAPTER FOUR

4.0 Experience Gained During the Siwes

4.1 How to Operate Point of Sales System (POS)

A point of sale (POS) in a restaurant is the location where transactions are processed when a guest orders and pays for their meal. It's a combination of hardware and software that manages various aspects of restaurant operations.

4.2 The Components of a Restaurant POS System

A restaurant POS system typically consists of several key components that work together to facilitate transactions and streamline operations. Here are the main components:

1. Hardware

- **Terminal/Touchscreen Display:** The interface where staff take orders, process payments, and manage tables.
- **Cash Drawer:** A secured drawer for storing cash and receipts.
- **Receipt Printer:** Prints out customer receipts and kitchen orders.
- **Barcode Scanner:** Scans products for inventory management and sales.
- **Card Reader:** Processes credit and debit card payments.

2. Software

- **POS Software:** The system that manages orders, payments, and inventory. This can include table management, employee scheduling, and reporting features.
- **Inventory Management Software:** Tracks stock levels, manages suppliers, and helps with reordering items.
- **Customer Relationship Management (CRM):** Manages customer data, preferences, and loyalty programs.

3. Network

- **Wi-Fi or Wired Internet Connection:** Ensures all devices communicate with the cloud-based or server-based software efficiently.

4. Additional Tools

- **Mobile Devices/Tablets:** Allow servers to take orders tableside, improving order accuracy and speed.

- **Kitchen Display System (KDS):** Displays orders in the kitchen for streamlined preparation.
- **Online Ordering System:** Allows customers to place orders through a website or app.

5. Reporting and Analytics

- Features that provide insights into sales, labor costs, and inventory, helping owners make informed decisions.

4.3 POS System Benefit a Restaurant

A POS system offers several benefits to a restaurant, enhancing both efficiency and customer experience. Here are some key advantages:

1. Streamlined Transactions

- **Faster Checkout:** POS systems speed up the payment process, reducing wait times for customers.
- **Multiple Payment Options:** They allow various payment methods, including credit/debit cards, mobile payments, and contactless options.

2. Inventory Management

- **Real-Time Tracking:** POS systems help monitor stock levels in real time, alerting staff when items are low.
- **Automated Reordering:** Some systems can automate reordering supplies based on usage data.

3. Order Management

- **Efficient Order Entry:** Orders can be entered quickly and accurately, minimizing human error.
- **Kitchen Communication:** Orders are sent directly to the kitchen, streamlining communication between front-of-house and back-of-house staff.

4. Sales Reporting and Analytics

- **Performance Insights:** POS systems provide detailed sales reports, helping owners identify trends, popular dishes, and peak times.

- **Data-Driven Decisions:** This information can guide inventory purchases, staffing, and marketing strategies.

5. Customer Relationship Management

- **Loyalty Programs:** Many POS systems allow for the integration of customer loyalty programs, which can enhance repeat business.
- **Customer Profiles:** They can store customer information, preferences, and order history, allowing for personalized service.

6. Employee Management

- **Staff Scheduling:** Some POS systems include features for managing employee schedules and tracking hours worked.
- **Sales Tracking by Employee:** POS systems can track sales made by individual staff members, aiding in performance evaluations.

4.4 The Difference Between POS and Epos?

The main differences between POS (Point of Sale) and ePOS (Electronic Point of Sale) systems are related to their technology, functionality, and applications. Here's a breakdown:

1. Technology

- **POS:** Traditionally refers to physical cash registers and hardware used for transaction processing in stores and restaurants.
- **ePOS:** A modern version that typically uses software installed on tablets, smartphones, or cloud-based systems, allowing for more flexibility and integration.

2. Functionality

- **POS:** Often focuses on basic sales transactions, item scanning, checkout, and cash handling.
- **ePOS:** Includes additional features like inventory management, customer relationship management (CRM), online ordering, and reporting analytics, making it more versatile.

3. Accessibility

- **POS:** Generally requires physical server infrastructure and may be limited to in-store use.
- **ePOS:** Being cloud-based, it allows access from anywhere with an internet connection, enabling remote management of sales and inventory.

4. Integration

- **POS:** May have limited integration options with other systems (like accounting or marketing).
- **ePOS:** Typically designed to integrate smoothly with various other software, enhancing overall business operation efficiency.

CHAPTER FIVE

5.0 CONCLUSION AND RECOMMENDATION

5.1 Conclusion

Frankly speaking, I will say that during my four (4) months in the SIWES programme at Kapital Bite that I gained a lot of experience, which are:

- i. I can now understand the different between the theoretical and practical aspects of Accountancy and other related courses.
- ii. I gained how to buying and selling goods.
- iii. I gained how to attend to customer in the company.

5.2 Recommendation

Industrial training is an important programme that is necessary for all undergraduates. It exposed students to practical aspect of the theories been thought in the classroom. It also gives students insight of what is happening in the labour market.

I will recommend the followings;

- i. That the school should be monitoring the welfare of the students while they are in the SIWES programme.
- ii. That the ITF should provide necessary placement for the students so that there will be more space/placement for the students to do their SIWES programme.
- iii. The government should invest more in the SIWES programme by building companies so that student can get more placement.