



TECHNICAL REPORT

ON

**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME
(SIWES)**

HELD @

NICE CHANNEL HOTEL OKE IDAWO ISEYIN OYO STATE

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SUBMITTED TO:

THE DEPARTMENT OF HOSPITALITY MANAGEMENT,

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(I.A.S)

KWARA STATE POLYTECHNIC, ILORIN

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR
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DEDICATION

First and foremost, this report is dedicated to almighty God for his infinite mercy, guidance and for sparing of my life throughout the period of attachment.

ACKNOWLEDGEMENT

All glory and honor be unto Almighty God for sparing my life till present moment. He guided me, protected me and provides for all my needs during and after my training period, he eventually made it a successful one.

My sincere gratitude also goes to my entire loved one for their godly counsel and support during the training, may Almighty God bless you all, and also provide for you beyond your needs in Jesus Name (Amen).

My special thanks goes to my SIWES supervisor Mr. Adewumi, and all the staff members of the department may Almighty God bless you all (Amen).

I remain over grateful to all workers at Nice Channel Hotel Limited in oke idawo iseyin oyo state for their profound support and encouragement throughout my training period.

PRERFACE

The Student Industrial Work Experience Scheme (SIWES) comprises of knowledge I gained during the training program. The program is enhanced from Higher Institution of training to expose the student to the practical aspect of their field.

However, this program makes student to have good orientation on their course of study improve them practically through the experience gained.

More so, more companies and industries should be asset to create room for those that are unable to get a place to attach themselves for the training because it will promote the technological activities in the country.

CHAPTER ONE

HOUSEKEEPING DEPARTMENT

Housekeeping is a team of individuals tasked with cleaning the hotel. The team is led by the executive house keeper and overseen by housekeeping supervisors. Housekeeping supervisors ensure cleanliness standards and maintained through constant inspections.

The object of Hotel Housekeeping

- To keep up the hotel with classy interior decoration.
- To manage laundry and linen.
- To take care of the furniture, fittings, and fixtures of the entire hotel.
- To maintain the overall cleanliness of the entire hotel at all times.
- To perform cleanliness duties most efficiently and effectively.

The working area and department of housekeeping staff in hotel: The housekeeping department is responsible for keeping the following areas clean in the Hospitality industry...

- Public Areas as like Lobby & Lifts
- Sales & Admin Offices
- Banquets & Conference Halls
- Guest Rooms
- Guest Bathrooms
- Laundry Area
- Uniform Room, Linen Room , and Tailor Room

- Housekeeping Stores Room
- Parking
- Garden

Types of Cleaning Equipment & Chemicals

- Manual Cleaning Equipment
- Electric Cleaning Equipment
- Chemicals & Materials

Manual Cleaning Equipment: To clean and tidy the surfaces area of the Hotel which manual equipment the housekeeping team used is shown below...

- Housekeeping Trolley
- Brushes
- Mops
- Scarifying Machine
- Dusting Cloths
- Dustbins
- Dustpans
- Abrasives
- Spray Bottles
- Janitor's Trolley

Electric Cleaning Equipment: Either AC power or battery power is required to operate this equipment. To clean and tidy the surfaces area of the Hotel which electric equipment the housekeeping team used is shown below...

- Polishing Machine
- Box Sweeper
- Vapor Cleaning Machine
- Scrubber
- Vacuum Cleaner

Chemicals & Materials: Without regular detergents & water, the housekeeping team uses these cleaning chemicals & materials for cleaning. To clean and tidy the surfaces area of the Hotel which electric equipment the housekeeping team used is shown below...

- Vinegar
- Degreaser
- Laundry Cleaners
- Clean Air Sprays
- Floor Cleaners & Seales
- Water
- Bathroom Cleaners
- Surface Sanitizers
- Swimming Pool Cleaner

- Toilet Blocks

WEEK ONE DESCRIPTION OF WORK DONE

- I was introduced to the housekeeping department.
- I was taught the categories of rooms, e.g Executives suits, citadel, fortress, deluxe, e.t.c
- I was taught how to use the equipment, e.g Basket, dust pan, moping sticks and buckets e.t.c
- I was taught types of dusting, e.g high dusting, eyes dusting, low dusting and spring dusting. e.t.c
- I was taught how to clean a room, e.g guest room, vacant room and check out room.



DIAGRAMS AND GRAPHS

BED ROOM

DESCRIPTION OF WORK DONE

- I was taught how many times to knock a guest room (which is three times)
- I was taught the types of tools used in housekeeping department, e.g scouring powder, hypo, harpic cleaner and air freshener.
- I was taught the method of arranging the event settings.
- I was taught the difference between vacancy room, guest room, out of order room and out of services.
- I was assigned with a partner to work with and we are to give report of the rooms such as; OOO, OC, VC, OD and VD.

DIAGRAMS AND GRAPHS



Bucket and Mop stick



Basket



Dustpan and brush

freshene



Air

CHAPTER TWO

FOOD AND BEVERAGE DEPARTMENT

The **F&B department** is usually the largest department in a hotel, and deals with the purchasing of materials and products, their storage, retrieval, processing and serving. Serving can occur as part of room service, in bars and restaurants on the hotel premises, and in banquet and conference rooms.

Food and beverage service is pivotal to the hospitality industry in a couple of different ways.

Firstly, it provides additional services and amenities that customers enjoy and can help enhance the guest experience. This can help make the venue more attractive and draw in more guests.

This is why you'll find F&B service offerings in many hospitality venues, from modest hotels to ultra luxury resorts.

Secondly, food and beverage services are a major revenue stream for hospitality venues.

Offering these extra services can help diversify how a venue makes money, which can assist venues through quiet times for other parts of their business. It can thus help increase the overall profit of a business.

Types of food and Beverages Service

Some varieties of F&B service dining include:

- Bars
- Waiter service meals
- Buffet meals
- Private dining
- Catering for events.

Of course, there are many options and all venues do things slightly differently, so there are plenty more examples in addition to these.

THE ROLE AND RESPONSIBILITIES IN FOOD AND BEVERAGES SERVICE

Food and beverage services are varied and there are many different roles within the field.

Food services are typically split into two sections, called front-of-house and back-of-house.

Managers in the field might manage both halves in smaller venues, or there might be separate managers for each part of larger businesses.

Managers will have to handle all the other employees under them as well as other managerial tasks.

THE SKILLS AND QUALIFICATIONS REQUIRED FOR FOOD AND BEVERAGES SERVICES

Essential skills

Some of the key skills that you will need for management in F&B service include:

- Organizational skills
- Time management
- Attention to detail
- Team working skills.

Desirable qualifications

There are many paths you can take to work in the food service industry or the industry of dining, depending on the area you want to work in.

For example, this could include getting cooking qualifications if you wish to work in a kitchen as a chef.

If you're looking for a career in the management of a food business, you could look at hotel management schools and professional degrees.

These will help you learn needed skills and advance in the field, using resources such as a master's in luxury management for high-end restaurants and hotels.

Food and beverage services: summary

The food and beverage industry is a fundamental part of hospitality.

Not only does the food service industry help increase offerings to customers, but it can also be a major source of income for many hospitality venues.

This can be a very rewarding service for hotels, resorts, and other venues to offer.

If you're looking for a career in food & beverage management, there are many ways to get into the field of food service industry, including undergraduate and postgraduate-level studies.

You'll also want to build on your skills such as organization, communication, time management, and more.

There are many roles you can take on in different food & beverage facilities and many different kinds of businesses you can work in.

There are five (5) units under F&B which are;

- Bar
- Restaurants
- Kitchen
- Room service
- Banqueting

(BAR UNIT)



- I was introduced to the F&B (food & beverages) department and the five (5) units under F&B such as Restaurant, bar, kitchen, Banquets and Home services.
- I was introduced to the bar.
- I was taught the categories of beverages.
- I was taught the work of a dispenser and a waiter in a bar.
- I was taught the tactics of standing in for guest.

DIAGRAM AND GRAPHS

Chair

Chiller

(RESTAURANT UNIT)

- I was introduced to the restaurant unit.
- I was taught different types of table settings such as; formal, casual and basic table setting.
- I was taught different types and uses of plates and cutleries, e.g side plates, soup plates, dinner, fish fork and joint fork.
- I was introduced to the banqueting section and room services.
- I was taught the uses and how to handle the equipments under banquet section.



➤ was taught types of services in the restaurant, e.g a la carte which means, a food that is



prepared when an order is placed.

- I was taught how to take order by asking politely for the order in a clear voice.
- I was taught how to assemble the order by not touching the food with bare hand.
- I was taught how to different types of wine which are; red wine, blue wine and champagne.
- I was taught how to present the order by making sure the food item are well wrapped and presentable.

DIAGRAM AND GRAPHS

Bottles of magic moment

serving dishes

Water boiler

Dishes

Cutleries

(KITCHEN UNIT)

Kitchen is a place where we convert resources from the natural stage to an edible stage.

TYPES OF SERVICES; a la carte, means a food that is prepared when an order is placed

INTRODUCTION TO THE HOTEL KITCHEN STAFF SUCH AS;

- Executive chef, assistant chef, kitchen supervisors, head of cook, cooks, assistant cook and stewards.

TYPES OF KITCHEN



Industrial kitchen



Domestic kitchen



D



Industrial kitchen

Domestic kitchen

TYPE OF KITCHEN EQUIPMENT

- Mixer
- Mince
- industrial blender
- grinding machine
- Burner
- Oven
- Micro-wave
- Scale
- Sandwich maker. e.t.c

- I was taught how to prepare fish roll dough and the sauce, chicken pie sauces.

Recipe For Fish Roll; Flour 1kg, Salt 1pitch, Butter 500g, Egg for brushing 2pcs.

- I carefully observe how some of the hotel delicacies are prepared such as; moi moi and meat pie. **Recipe For Moi Moi;** Beans 5kg, Egg 60pcs, Magi 35cubes, Vegetable oil 2.5ltr, Pepper 1.5kg, Onions 1kg, Moi Moi leaven 20kg, Sawa fish 1kg.
- I was taught how to prepare jollof rice, fried rice, pepper soup, spaghetti, vegetable soup, semo, noodles and omelet, egg sauce, coleslaw and some india dish such as poha and masala tea. e.t.c
- I was also enlisted as one of the participant of olam flour mill plant, where I was taught the production of semolina, wheat, flour and the uses of each industrial machines in the mill and how to produce an healthy bread.

DIAGRAM AND GRAPHS

**Grinding
Industrial oven**

machine

Micro-wave



CHAPTER THREE

FRONT OFFICE DEPARTMENT

Front office is the first department of hotel comes in guest contact, at the time of guest arrival and the last department when they depart from the hotel. This department performs the various functions like reservation, reception, registration, room assignment and bills settlement of a resident guest.

The front office department in a hotel is a critical area where guest first encounters hotel staffs. It manages key functions like;

- Reservations
- Guest service
- Checks in and checks out
- Registration

Front office has about four units such as;

- Lodge area



- Cashier unit



•
elephone unit
•

T

P

orter or bell boy

Who is a receptionist?

A Receptionist is a professional who manages the front desk of an organization. They are usually the first point of contact for customers. Receptionists also perform various administrative tasks.

DESCRIPTION OF WORK DONE

- I was taught the process of registration and reservation form

Difference between registration and reservation form

The key difference between reservation and registration in hotel is that reservation is not a mandatory process whereas registration is a mandatory process.

- I was taught how to answer both company phone and inter-com
- I was taught how to prepare a chart
- I was taught how to activate room card
- I was taught the usefulness of diary and sales book
- I was taught the process of room check
- I was taught the categories of rooms. For example, Bovina view hotel has 157 rooms such as; citadel, deluxe, standard, fortress, premium, executives suits, presidential suit and pent house.
- I was taught how to use printing and photocopy machines

DIAGRAM AND GRAPHS



Computer

Inter-com

CHAPTER FOUR

AUDIT DEPARTMENT

Audit department can be define as a unit within a company or organization that is responsible for evaluating operational procedure, risk management and governance process.

TYPES OF AUDIT

- External control
- Internal control
- Internal revenue service

DESCRIPTION	OF	WORK	DONE
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- | | | | |
|---|--|--|--|
| <ul style="list-style-type: none">➤ I was taught how to audit a sales book and income book.➤ I was taught how to identify issues in the hotel that most people over look.➤ I was taught how to investigate workers complain and fraudulent activities➤ I was taught the good qualities of an internal auditor➤ I was taught how to keep records examine➤ I was taught the process of inventory or asset taken and stock taken. | | | |
|---|--|--|--|

DIAGRAM AND GRAPH



Computer

Calculator

CHAPTER FIVE

GYM AND POOL DEPARTMENT

Gym is a place or a club where you go to exercise using machines, weights, and other equipment.

EQUIPMENTS FOUND IN GYM CLUB

- Thread mill
- Upright bike
- Massager
- Tommy roller
- Dumb bell
- Yoger ball
- Gym carpet
- Weight
- Sit up machine
- Skipping rope e.t.c

IMPORTANCE OF GYM IN THE BODY

- it strengthens your cardiovascular system
- it lowers blood pressure
- it improves flexibility and joint mobility
- it enhance bones density and promotes health weight management

DESCRIPTION OF WORK DONE

- I was taught how to operate the machines
- I was taught how to coach a learner in a gym
- I was taught types of exercise that is healthy in the body

DIAGRAM AND GRAPH



Yoga Ball

Gym carpet

Dumb bell

DESCRIPTION OF WORK DONE FOR POOL

- I was taught how to treat water with chemicals such as alum, sodium ash and chlorine.
- I was taught the different types of equipments used to clean the pool such as dispensable hose, vacuum machine e.t.c
- I was taught pool is the best exercise for the body
- I was taught the two level of the pool such as the shallow part and the deepest part

DIAGRAM AND GRAPH

