



A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

Held at
FIRST HOTEL DE DIDOS HOTEL

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DEDICATION

This Siwes work is purely dedicated to Almighty Allah and my beloved parents, Mr. and Mrs. Adewale.

ACKNOWLEDGEMENTS

I am most grateful to Almighty Allah for giving me this opportunity and strength to complete this Siwes programme at this stage of my education career. I'm greatly indebted to my family, fiancé and friends for their contribution towards my programme.

I want to extend my gratitude to the owner of the company I did my Siwes, who took his time to correct all my errors and mistakes in this work.

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TABLE OF CONTENT

Title page	i
Table of content	ii
Dedication	iii
Acknowledgements	iv

TABLE OF CONTENTS

CHAPTER ONE

1.1	INTRODUCTION TO SIWES	1
1.2	HISTORY OF SIWES	1 - 2
1.3	OBJECTIVES OF THE PROGRAMME	2
1.4	IMPORTANCE OF SIWES	2

CHAPTER TWO

2.1	STRUCTURE OF THE HOTEL ADMINISTRATION	3 - 4
2.2	ORGANOGRAM	4 - 5
2.3	BRIEF HISTORY OF FIRST DE DIUS HOTEL	6

CHAPTER THREE

3.1	DESCRIPTION OF WORK DONE	7 - 8
3.2	SKILLS ACQUIRED	8 - 9

CHAPTER FOUR

4.1	OBSERVATIONS	10 - 11
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CHAPTER FIVE

5.0	CONCLUSION AND RECOMMENDATIONS	12
5.1	CONCLUSION	12
5.2	RECOMMENDATIONS	12 - 13

CHAPTER ONE

1.1 INTRODUCTION TO SIWES

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

1.2 HISTORY OF SIWES

The Students' Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for

Technical Education (NBTE) and National Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government.

1.3 OBJECTIVES OF THE PROGRAMME

The specific objectives of SIWES are to:

- To provide students with practical knowledge and exposure in the hospitality industry.
- To develop customer service and management skills.
- To enhance teamwork and communication abilities.
- To expose students to real-world hotel operations.
- To prepare students for employment opportunities in the hospitality sector.
- To instill discipline, professionalism, and responsibility in students by immersing them in real-life work scenarios.

1.4 IMPORTANCE OF SIWES

The hospitality industry is highly dynamic and customer-focused, requiring hands-on experience to develop essential skills. SIWES provides students with firsthand exposure to industry practices, equipping them with the ability to handle real-world challenges in hotel management, food service, and guest relations. This experience helps bridge the gap between classroom learning and professional demands, ensuring that graduates are well-prepared for employment or entrepreneurship in the hospitality sector.

CHAPTER TWO

2.1 STRUCTURE OF THE HOTEL ADMINISTRATION

The structure of the hotel administration typically follows a hierarchical format to ensure smooth operations and efficiency. Below is a general structure:

1. Executive Management

- **Owner/Board of Directors** – Oversees overall business direction and investments.
- **General Manager (GM)** – The top executive responsible for overall hotel management, profitability, and strategy.
- **Executive Assistant Manager (EAM)** – Supports the GM and oversees specific operational departments.

2. Operational Departments

A. Rooms Division (Guest Experience & Accommodation)

- **Front Office Manager** – Manages reception, reservations, concierge, and guest services.
- **Reservations Manager** – Handles room bookings and coordinates with online platforms.
- **Housekeeping Manager** – Ensures cleanliness and maintenance of guest rooms and public spaces.
- **Security Manager** – Oversees hotel security, safety, and emergency response.

B. Food & Beverage (F&B) Division

- **Food & Beverage Manager** – Oversees restaurants, bars, and banquet services.
- **Executive Chef** – Manages kitchen operations, menu planning, and food quality.
- **Restaurant Manager** – Ensures smooth service in hotel dining establishments.

C. Sales & Marketing Division

- **Sales & Marketing Director** – Develops promotional strategies and sales plans.
- **Public Relations Manager** – Manages media relations and brand image.

D. Finance & Administration Division

- **Finance/Accounting Manager** – Manages financial records, budgeting, and payroll.
- **Human Resources Manager** – Handles staff recruitment, training, and employee relations.
- **Purchasing Manager** – Oversees procurement of hotel supplies and inventory control.

E. Engineering & Maintenance Division

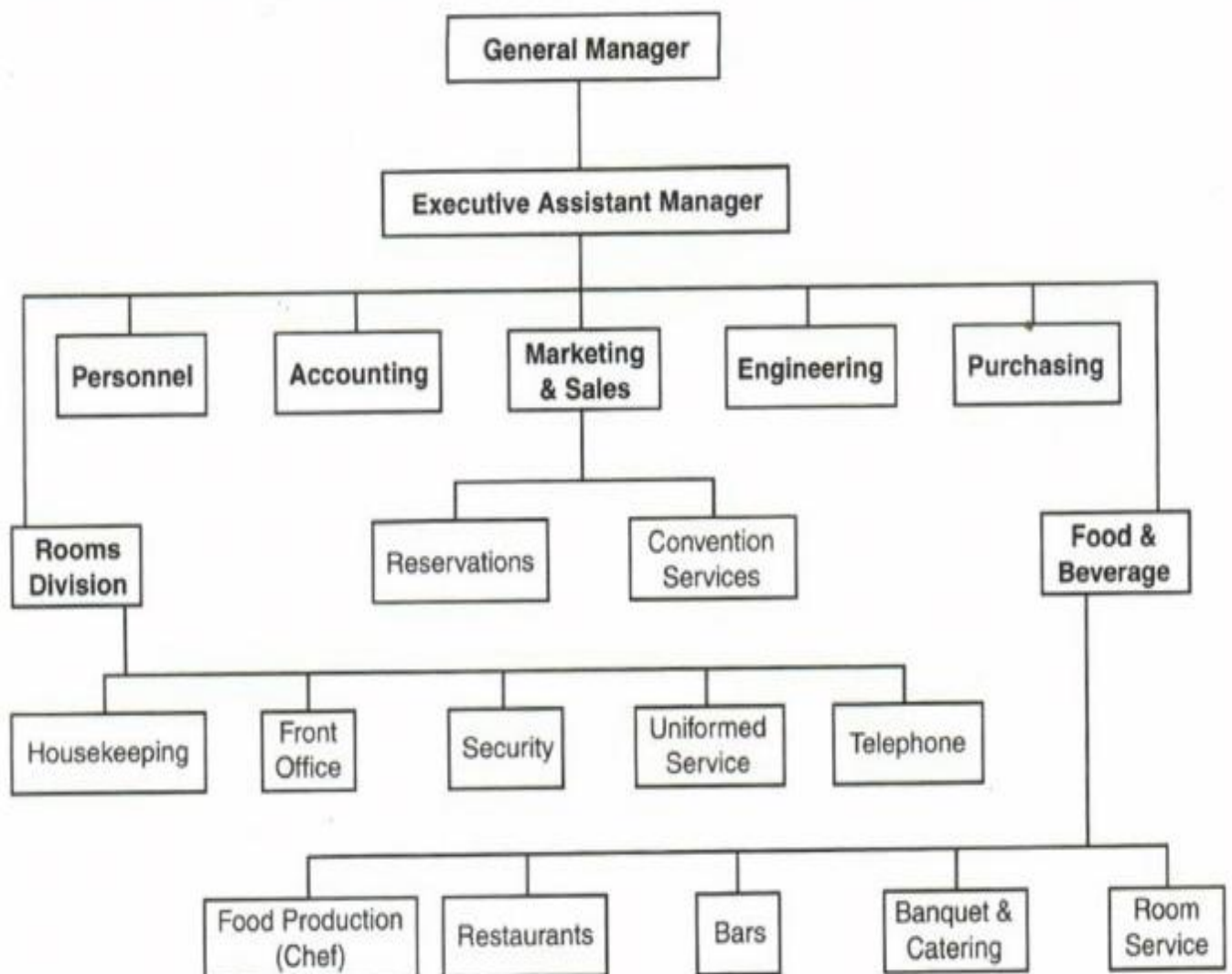
- **Chief Engineer** – Manages repairs, maintenance, and facility upgrades.

2.2 ORGANOGRAM

The Hotel consists of various departments that work together to ensure effective governance. These include:

- **General Manager** – Responsible for the strategic and overall management of the hotel, ensuring profitability, guest satisfaction, and operational efficiency.
- **Executive Assistant Manager** – Assists the General Manager in overseeing daily operations and coordinating interdepartmental functions.
- **Personnel (Human Resources)** – Manages recruitment, training, employee relations, payroll, and compliance with labor laws.
- **Accounting** – Handles financial management, budgeting, payroll, auditing, and financial reporting.
- **Marketing & Sales** – Promotes the hotel, manages advertising, sales strategies, and relationships with corporate clients and travel agencies.

- **Engineering (Maintenance)** – Ensures the upkeep, repair, and maintenance of the hotel's physical infrastructure and equipment.
- **Purchasing** – Procures goods and services, negotiates with suppliers, and manages inventory control.
- **Reservations** – Handles guest bookings, optimizes occupancy, and coordinates with travel agencies and online platforms.
- **Housekeeping** – Maintains cleanliness and organization of guest rooms and public areas, ensuring hygiene standards.
- **Front Office** – Manages guest check-ins/outs, handles guest inquiries, and oversees concierge and reception services.
- **Security** – Ensures the safety of guests, staff, and property, and enforces security protocols.



2.3 BRIEF HISTORY OF FIRST DE DIUS HOTEL

First De Dius Hotel is a luxury hospitality establishment known for its high-standard customer service, comfortable accommodations, and exquisite dining experience. The hotel caters to both business and leisure travelers, providing exceptional hospitality services. Established to redefine excellence in the hospitality industry, First De Dius Hotel continually invests in staff training, modern facilities, and innovative customer service strategies to maintain its reputation as a top-tier hotel.

The hotel was created with a vision to provide world-class hospitality services tailored to both international and local guests. Over the years, it has grown from a small boutique hotel into a well-recognized establishment in the industry. The hotel prides itself on its blend of contemporary elegance and traditional hospitality, ensuring that every guest receives a unique and memorable experience.

With a commitment to excellence, First De Dius Hotel has expanded its services to include conference and event hosting, spa and wellness facilities, and exclusive VIP services. The hotel's strategic location, coupled with its dedication to guest satisfaction, has positioned it as a leading choice for travelers and business executives alike. First De Dius Hotel is a luxury hospitality establishment known for its high-standard customer service, comfortable accommodations, and exquisite dining experience. The hotel caters to both business and leisure travelers, providing exceptional hospitality services. Established to redefine excellence in the hospitality industry, First De Dius Hotel continually invests in staff training, modern facilities, and innovative customer service strategies to maintain its reputation as a top-tier hotel.

CHAPTER THREE

3.1 DESCRIPTION OF WORK DONE

During my SIWES training at **First De Dius Hotel**, I was assigned to the **Front Office Department** as a **Receptionist**, where I gained hands-on experience in hotel guest relations and administrative duties. My key responsibilities included:

1. Reception and Front Desk Operations:

- Welcoming guests and assisting with check-in and check-out procedures.
- Handling reservations and guest inquiries both in person and over the phone.
- Managing customer complaints professionally and ensuring guest satisfaction.
- Maintaining guest records and updating the hotel management system with accurate information.
- Processing payments and handling invoices for guest services.
- Coordinating with housekeeping and other departments to ensure rooms are ready for new arrivals.
- Learning the importance of first impressions and how to create a welcoming atmosphere for guests.
- Assisting in organizing transport, tours, and other guest requests to enhance their stay. During my SIWES training at **First De Dius Hotel**, I was assigned to different departments to gain experience in various aspects of hospitality operations. My key responsibilities included:

2. Front Office Operations:

- Assisting guests with check-in and check-out procedures.
- Handling reservations and guest inquiries.
- Managing customer complaints and ensuring guest satisfaction.

- Learning the importance of first impressions and how to create a welcoming atmosphere for guests.

3. Housekeeping Department:

- Maintaining cleanliness and organization of guest rooms and common areas.
- Assisting with laundry and linen management.
- Ensuring guest rooms are well-stocked with necessary supplies.
- Understanding hygiene and sanitation protocols critical to hotel operations.

4. Food and Beverage Department:

- Serving meals and beverages to guests in the restaurant and bar.
- Assisting with meal preparation in the kitchen.
- Ensuring customer satisfaction through excellent service delivery.
- Gaining knowledge of different cuisines and food safety standards.

3.2 SKILLS ACQUIRED

This section outlines the skills gained through experience. Here's a detailed explanation of each skill:

1. Customer Service Skills

- Understanding guest needs and expectations.
- Providing a warm and welcoming experience.
- Handling complaints with professionalism and patience.
- Ensuring guests have a pleasant stay by anticipating their needs.

2. Communication Skills

- Clearly conveying information to guests and colleagues.
- Practicing active listening to understand guest requests.
- Using appropriate verbal and non-verbal communication.
- Writing professional emails and reports when needed.

3. Time Management

- Prioritizing tasks to complete work efficiently.
- Managing check-ins, check-outs, and other guest requests without delay.
- Balancing multiple responsibilities in a fast-paced environment.
- Avoiding delays that could affect guest satisfaction.

4. Problem-Solving

- Quickly identifying and resolving guest issues.
- Thinking critically to find practical solutions.
- Staying calm under pressure and maintaining professionalism.
- Taking initiative to prevent future problems.

5. Teamwork

- Working closely with other departments (housekeeping, front office, etc.).
- Supporting colleagues to enhance overall guest experience.
- Communicating effectively within a team to ensure smooth operations.
- Respecting different roles and responsibilities within the hotel.

6. Adaptability

- Handling last-minute changes in reservations or guest requests.
- Adjusting to different work schedules and peak seasons.
- Responding positively to challenges or unexpected situations.
- Learning new skills and processes to stay effective in the hotel industry.

CHAPTER FOUR

4.1 OBSERVATIONS

This section highlights key insights gained from working within at First Hotel De Didos Hotel environment. It reflects on the challenges, strengths, and essential factors, here's a breakdown of each point:

1. Effective teamwork is essential for smooth hotel operations.

- A hotel consists of multiple departments (front office, housekeeping, food & beverage, security, etc.), all of which must work together seamlessly.
- Efficient communication between teams ensures guests receive prompt and quality service.
- Poor teamwork can lead to delays, errors, and guest dissatisfaction.
- Collaboration fosters a positive work environment, reducing stress and increasing efficiency.

2. Guest satisfaction is the top priority in the hospitality industry.

- The success of a hotel depends on providing an exceptional guest experience.
- Satisfied guests are more likely to return and recommend the hotel to others.
- Personalized service, cleanliness, quick problem resolution, and attentiveness contribute to guest satisfaction.
- Negative experiences can lead to poor online reviews, affecting the hotel's reputation.

3. Time management and multitasking are crucial skills for hospitality professionals.

- Hotel staff often handle multiple responsibilities at once, such as managing guest check-ins while addressing inquiries.
- Efficient time management ensures smooth service during peak hours or busy seasons.
- Poor time management can lead to delays, guest frustration, and operational inefficiencies.
- Prioritizing tasks and staying organized improves productivity and reduces stress.

4. Proper maintenance of hotel facilities enhances customer experience and satisfaction.

- A well-maintained hotel ensures guest comfort and safety.
- Issues like broken air conditioning, plumbing problems, or poor lighting can negatively impact a guest's stay.
- Regular inspections and preventive maintenance prevent major breakdowns and costly repairs.
- A clean, well-kept environment enhances the hotel's image and guest reviews.

5. Staff training and motivation directly impact the overall service quality and guest experience.

- Well-trained employees are more confident and efficient in handling guest needs.
- Ongoing training ensures staff stays updated on service standards and new technologies.
- Motivated employees provide better service, leading to higher guest satisfaction.
- Recognition, incentives, and a positive work culture contribute to staff morale and retention.

CHAPTER FIVE

5.0 CONCLUSION AND RECOMMENDATIONS

5.1 CONCLUSION

Having passed through the SIWES training, have been able to discover and explore different things about the microbial world; therefore, its usefulness cannot be over – emphasized. The interesting part of this is that the field of microbiology has gotten answer to most of the infection and disease affecting the world. For the few infections that has not been diagnosed, precautionary measures that can be taken against it has been discovered. The only section left is for people should come out of their ignorance and go for medical check – up instead of relying on self – medication and visiting unqualified practitioners, if people could visit hospitals or health – centers frequently and follow the treatments given to them, mortality rate will drastically be reduced and the health status of the nation will be promoted.

More importantly I have been able to see the various prospects available in the field and also the various challenges that call for quick attention. Indeed, the industrial training program has been impactful; it was never a waste of time and energy.

5.2 RECOMMENDATIONS

The effort of the industrial training fund (ITF) was recommended for bringing up this programme known as student industrial work scheme (SIWES). This has paved way for self practice of the theoretical works that have been taught during lectures.

- Hotels should continuously train staff to improve customer service delivery.

- More structured internship programs should be implemented to enhance student learning.
- Future SIWES students should be given the opportunity to explore more departments within the hotel to gain a broader perspective of hospitality management.
- The hospitality industry should integrate more technology-driven solutions to enhance guest satisfaction and operational efficiency.
- Interns should be given more responsibilities to develop their practical skills and confidence in handling real-world tasks.