



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

**HELD AT**

**MAMTESS STORES  
ILORIN KWARA STATE**

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**SUBMITTED TO**

**DEPARTMENT OF BUSINESS ADMINISTRATION  
INSTITUTE OF FINANCIAL MANAGEMENT STUDIES  
KWARA STATE POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILLMENT OF THE AWARD OF THE  
REQUIREMENT OF THE AWARD OF NATIONAL DIPLOMA IN  
BUSINESS ADMINISTRATION**

**AUGUST. -NOVEMBER.2024**

## **DEDICATION**

I dedicate this technical report to the Almighty God, the giver of knowledge, wisdom and who is rich in mercy.

## ACKNOWLEDGEMENTS

I would like to begin by expressing my heartfelt gratitude to the Creator of heaven and earth, the One who knows the beginning and the end, the Alpha and the Omega, the Almighty Allah for His guidance and blessings throughout this journey.

I am deeply grateful to my beloved parents, **Mr. and Mrs. Jubril**, whose unwavering support and prayers have been my foundation. To my brothers and dear friends, your encouragement and companionship have meant the world to me.

My special thanks go to my SIWES supervisor for her guidance, mentorship, and invaluable insights during this program. I also extend my profound appreciation to everyone who supported me during my SIWES experience. May the Almighty God bless, protect, sustain, and guide you through all of life's journeys.

Lastly, I wish to express my sincere regards to the school's Board of Trustees and the entire staff of the business administration department for their dedication and support. Once again, a big thank you to everyone who contributed to making this experience a memorable and successful one.

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## **CHAPTER ONE**

### **1.1 Introduction**

SIWES was established by Industrial Training Fund (ITF) in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industrial by Nigerian graduates of tertiary institution.

The scheme exposes students to industry-based skill necessary for a smooth transition from the classroom to the world of work. It affords student of tertiary institution the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institution.

### **1.2 Purpose of SIWES**

In the earlier stage, student is graduating without any technical knowledge or working experience and this makes them to undergo further training after securing an employment. With this reason, student industrial training was established.

During this programme, as designed by the ITF, students are expected to get technical assistance and acquire more experience scheme in their chosen field of study and exposed them to the usage of source machine and safety precaution where relevant before the completion of their programme in their various institutions.

### **1.3 Aims And Objectives**

1. To provide an avenue for student in the Nigerian Institution to acquire industrial skills and experience during their course of study.
2. To prepare students for the work situation they are likely to meet after graduation
3. To expose the student to work method and techniques in handling equipment and machinery that may not be available in their institution.
4. To allow the transition phase from school to the world of working environment easier and facilitate students contact for later job placements.
5. To provide student with an opportunity to apply their theoretical knowledge in real work situation thereby bridging the gap between theory and practical.

## CHAPTER TWO

### BRIEF ABOUT OF THE PLACE OF ATTACHEMENT

Mamtess Stores Mall is a shopping centre based in Ilorin that provides online and offline sales of wide range of baby accessories such as feeding, diapering, nursing, bath & grooming, gear activity and clothing products.

#### **Location:**

Mamtess Stores Super Stores is located at Ibrahim Taiwo Rd, 240101, Ilorin, Kwara, Nigeria.

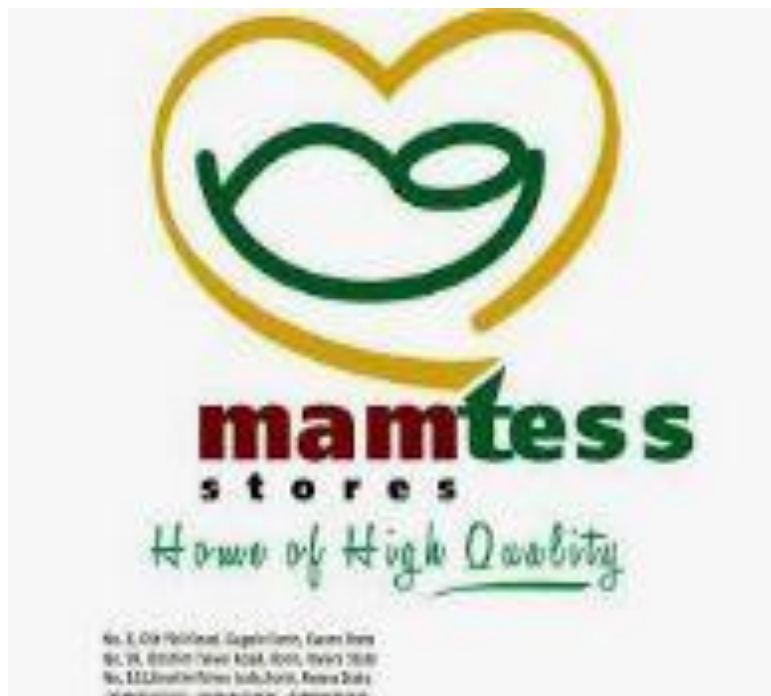
#### **Working Hours:**

Mamtess Stores Super Stores is open Mon–Sat 9 AM–9 PM; Sun 10 AM–7:30 PM.

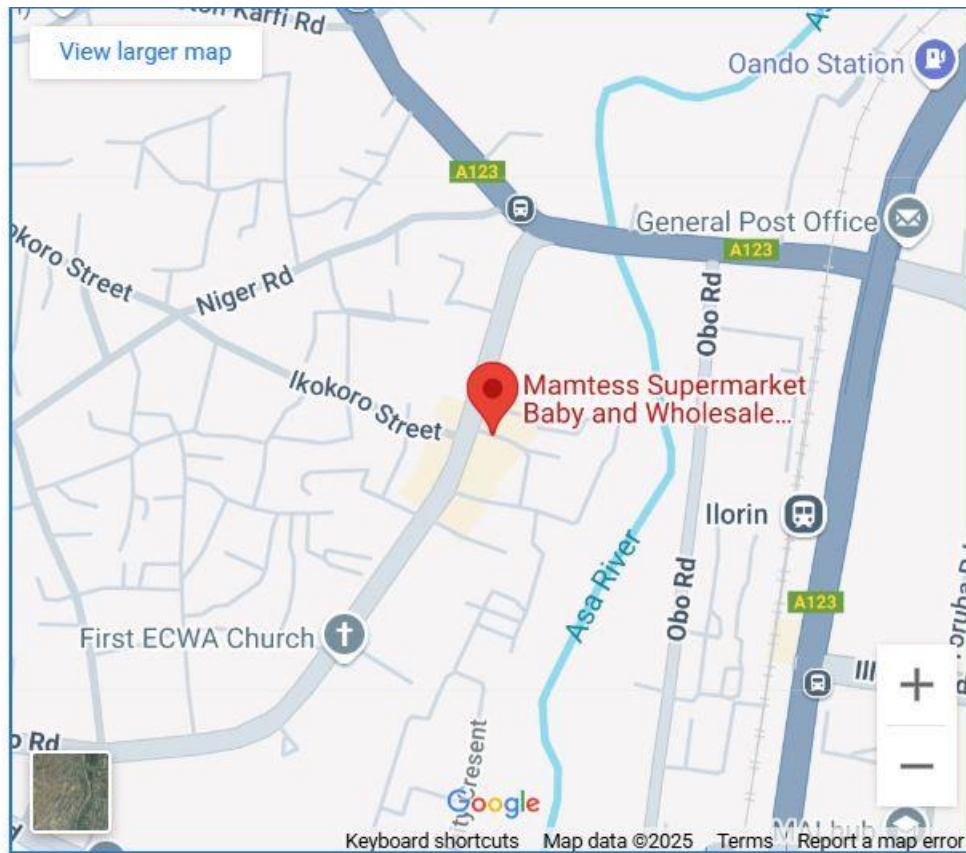
#### **Web Address (URL) for Mamtess Stores Stores:**

The website for Mamtess Stores Stores is [www.Mamtess Storesmall.com](http://www.Mamtess Storesmall.com).

#### **Mamtess Stores Company Logo:**



### Mamtees Google Map Description:



### ORGANIZATION STRUCTURE AND UNITS

#### 1. Customer Service Department

Ensuring a seamless shopping experience, this department handles customer inquiries, takes orders, processes payments, and ensures that clients receive excellent service and satisfaction.

#### 2. Branding Department

This team focuses on promoting the approval Plc through advertising, social media engagement, and brand awareness strategies, ensuring the store reaches a wider audience.

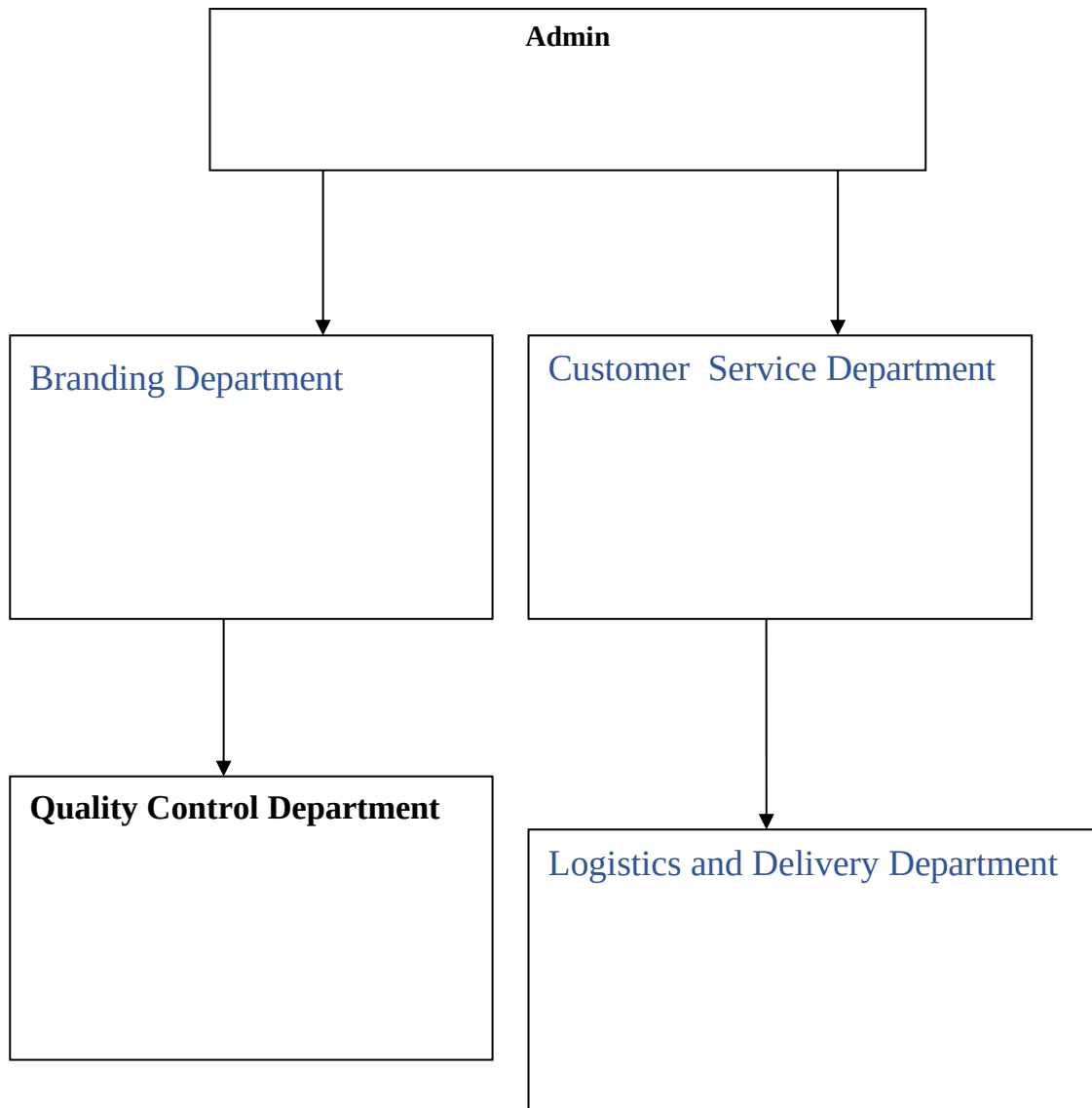
#### 3. Quality Control Department

Responsible for maintaining high fashion standards, this department inspects all products before they reach customers, ensuring durability, proper stitching, and adherence to design specifications.

#### 4. Logistics and Delivery Department

This department oversees the smooth transportation of clothing, materials, and fashion machines to customers, ensuring timely and secure delivery services.

## 2.4 Organogram of the Organization





## **CHAPTER THREE**

### **KEY PROJECTS AND ASSIGNMENTS**

#### **3.1 Key Projects/ Assignments and Achievements**

During the Student Industrial Work Experience Scheme (SIWES) at Mamtess Stores, assignments, and responsibilities were undertaken, significantly contributing to the store's operational efficiency. The practical experience gained aligns with key business administration principles, inventory control methodologies, and customer service management, reinforcing theoretical knowledge acquired in an academic setting.

**1. Inventory and Stock Management Optimization:** Inventory control is a critical aspect of supply chain management, ensuring seamless operations in the fashion store. Key achievements include:

- **Application of Microsoft Excel in Inventory Management:**

- ✓ Developed proficiency in using Excel spreadsheets for stock monitoring by applying fundamental formulas such as SUM, COUNTIF, and IFERROR, which are crucial in data validation and error handling.
- ✓ Assisted in maintaining real-time stock records, ensuring an efficient tracking system that prevents under stocking and overstocking.

- **Physical Stock Auditing and Verification:**

- ✓ Conducted manual stock reconciliation by cross-checking system records with physical inventory, ensuring accuracy in documentation.
- ✓ Participated in weekly stock-taking exercise, ensuring that discrepancies were promptly identified and corrected, a practice essential for maintaining optimal inventory levels.

**2. Customer Relations and Front Desk Operations:** Customer service excellence is fundamental in retail businesses, particularly in the fashion industry, where client satisfaction drives revenue growth. Major contributions include:

- Order Processing and Invoice Documentation:
  - Managed front desk operations, handling customer inquiries, order placements, and invoice generation using a structured order-tracking system.
  - Processed electronic and cash transactions using Point-of-Sale (POS) terminals, ensuring proper financial documentation and reconciliation.
- Customer Relationship Management (CRM):
  - Engaged in customer interaction training, enhancing skills in handling complaints, addressing inquiries, and providing after-sales support.
  - Implemented strategies in customer persuasion and retention, ensuring client satisfaction and repeat patronage.

### 3. Payroll and Administrative Responsibilities

Financial management, particularly payroll administration, plays a vital role in employee satisfaction and business stability. Key tasks included:

- Introduction to Payroll Systems:
  - Observed and assisted in payroll preparation, learning salary computation techniques, including deductions, bonuses, and statutory contributions (e.g., pensions and taxes).
  - Gained insight into how payroll systems integrate with financial reporting, ensuring compliance with accounting principles.
- Digitization of Records:
  - I assisted in scanning and archiving transactional documents, contributing to an efficient document management system that ensures quick access to historical financial records.
  - Ensured data integrity and security by properly categorizing and storing documents in computerized databases, aligning with best practices in administrative record-keeping.

## CHAPTER FOUR

### 4.1 KEY KNOWLEDGE GAINED FROM THE SIWES TRAINING PROGRAMME

During my Student Industrial Work Experience Scheme (SIWES) at Mamtess Stores , I gained practical knowledge and hands-on experience in various aspects of Office Equipment, business administration, inventory management, customer service, and fashion retail operations.

Key experience gained included:

#### 1. Identification Of Office Equipment and Their Functions

I get to know more about Various office equipment utilized to enhance administrative efficiency, record-keeping, customer service, and sales processing. These devices play crucial roles in streamlining business operations, ensuring smooth communication, and improving overall workflow. Below are list of Office Equipment and Their Functions:

**Computer:** Used for processing business data, managing inventory using Microsoft Excel, writing invoices, scanning and storing documents, and handling payroll records.



**Printer:** Used to produce hard copies of receipts, payroll documents, and other business records required for customer and administrative use.



**Photocopier Machine:** Duplicates essential business documents such as receipts, invoices, staff records, and sales reports for record-keeping.



**Point-of-Sale(POS):** Machine Processes customer transactions, allowing for secure and efficient payment via credit/debit cards, reducing reliance on cash payments.



**Scanner:** Converts physical documents into digital files for secure storage, record-keeping, and easy retrieval.



**Telephone (Landline and Mobile):** Facilitates communication with customers, suppliers, and employees, ensuring seamless business operations.



**Binding Machine:** Used to assemble and organize hard copies of business reports, invoices, and other important documents for easy reference.

**Laminating Machine:** Protects important documents (e.g., business licenses, certifications, and ID cards) by sealing them in a plastic covering to prevent damage.

**Cash Register:** Records sales transactions, providing printed receipts and keeping track of daily revenue.

**Stock-taking** or "inventory checking" or "wall-to-wall" is the physical verification of the quantities and condition of items held in an inventory or warehouse. This may be done to provide an audit of existing stock. It is also the source of stock discrepancy information. While they are often used interchangeably, stock and inventory are two different things. Stock is the products sold by a business. Inventory includes all items required to make, store or sell your stock.<sup>[1]</sup>

Stock-taking may be performed as an intensive annual, end of fiscal year, procedure or may be done continuously by means of a cycle count.<sup>[2]</sup> An annual end of fiscal year stock-taking is typically undertaken for use in a company's financial statements. It is often done in the presence of the external auditors who are auditing the financial statements. Digital Record-Keeping and Administrative Efficiency

### **Digital record-keeping**

Digital record-keeping involves scanning, storing, and managing business records electronically for quick access and long-term storage. It replaces manual filing systems with computerized data management tools. I was trained in scanning, organizing, and securing digital business records, reducing reliance on manual filing systems. I also learned how to retrieve and manage customer and financial records digitally. Digital documentation improves accuracy, enhances security, and allows easy retrieval of important business records. It reduces paperwork, saves time, and ensures compliance with data protection regulations.

In one word, My SIWES experience at Kamson Consultant provided me with comprehensive exposure to business administration functions. I developed practical skills in inventory management, financial documentation, customer relations, digital operations, and supply chain management. These competencies are essential for ensuring business efficiency, optimizing resources, and driving sustainable growth.

This training has equipped me with the ability to analyze business challenges, propose effective solutions, and implement best practices for operational success. The hands-on experience has bridged the gap between theoretical knowledge and real-world business applications, making me better prepared for a future career in business administration.

### **Customer service**

Customer service involves a company providing support, assistance, and advice to customers before, during, and after they purchase or use products or services, aiming to ensure satisfaction and build loyalty.

## **Aspects of Customer Service:**

Customer service encompasses the support, assistance, and advice a company offers to its customers.

- **Purpose:**

It aims to ensure customer satisfaction, address issues, and build positive relationships, ultimately contributing to customer retention and business growth.

- **Scope:**

Customer service can involve answering questions, resolving complaints, processing orders, handling returns, and providing product information.

- **Importance:**

Good customer service is crucial for maintaining customer satisfaction and loyalty, which can lead to increased business success.

- **Characteristics of Good Customer Service:**

- **Empathy:** Understanding and acknowledging customer's emotions and perspective.
- **Problem-solving:** Effectively addressing customer issues and finding solutions.
- **Clear communication:** Providing concise and easy-to-understand information.
- **Patience:** Remaining calm and understanding even in challenging situations.
- **Adaptability:** Being able to adjust to different customer needs and situations

## **CHAPTER FIVE**

### **5.0 SUMMARY**

SIWES is the Student Industrial Working Experience Scheme. Students 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 courses studied 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, students are expected to get technical assistance and acquire more experience scheme in their chosen field of study.

### **5.1 PROBLEMS ENCOUNTERED DURING THE ATTACHMENT AND SOLUTION**

I didn't face or encounter any difficulty or problem during my attachment except that my place of attachment is far away from my house.

- But the general problem that students encounter before and during the attachment are as follow:
- Lack of available industry in the location of some students
- High cost of transport fare from the students resident to the attachment
- Laziness of some students during the attachment

### **SOLUTION**

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

### **5.2 CONCLUSION**

Student Industrial Working Experience Scheme (SIWES) is a scheme that improve the technical knowledge of students in the Nigeria institutions. The scheme exposes students to working method and techniques in handling equipment's and machinery that may not be available in their institutions. It is a good process that every science-oriented course must undergo.

Asb for me, the SIWES I did in Kamson Consulting Nig Limited exposed me to the practical aspect of business administration. It widens my knowledge and skill on the discipline. The scheme equips students properly to face future challenges pertaining to the some equipment's.

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 Nigeria institution.

### **5.3 RECOMMENDATION**

Federal government, as a matter of responsibilities has to contribute immensely to the upliftment of this programme by putting in place a considerable compensation for the students who embarked on this kind of stressful an deadly programme. The federal government has a lot of role to play in building up a brighter future for we (the next generation) in order to maintain the peace and stability of the state.



Secondly, a lot of task also lies on the school authority to orientate and enlighten their students on the expected things they are going to face or encounter pleasantly or in the other hand when they get to their various placement of works before the commencement of the programme.

Thirdly, there should be rigorous inspection and supervision as some students count and envisage this programme as a mere task and they should as well enhance their strength and bestow and hefty mark on it.