

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

AT

GOLDEN INN BAR AND HOTEL  
SHOLEBO, LAGOS STATE

BY

LAWAL TESTIMONY SEUN  
MATRIC NO: f22ND43007

SUBMITTED TO  
ENVILLE POLYTECHNIC

DEPARTMENT: BUSINESS ADMINISTRATION  
DECEMBER 2023 TO MARCH 2024

TABLE OF CONTENT:

TITLE PAGE.....	
DEDICATION.....	
ACKNOWLEDGMENT.....	

DEDICATION

This SIWES report is dedicated to GOD Almighty, and also I dedicated to Mr/mrs Lawal for their spiritual and financial support during my SIWES program.

ACKNOWLEDGMENT

My appreciation first goes to God almighty, the creator of Heaven and Earth for granting me the grace and privilege to be able to complete this SIWES program successfully and on schedule.

I am also grateful to my industrial based supervisors Mr Linus Friday and my tutors for their thorough supervision and useful advice which helped and also contributed to the success of the SIWES program. May the almighty God make their days on Earth longer to reap the fruit of their labour to the fullest.

Also I cannot but acknowledge my germane mrs olabode and all the lecturers in the department. Thanks and GOD bless you all.

CHAPTER ONE

1.0 Introduction

1.1 meaning and history of siwes

## 1.2 Aim and objective of siwes

### CHAPTER TWO

#### 2.0 Description of work done

#### 2.1 Aims/objective of the organization

#### 2.2 Organization chart

### CHAPTER THREE

#### 3.0 Activities carried out in the organization during the cause of the training

### CHAPTER FOUR

#### 4.0 problems encountered

#### 4.1 Report also structure using SWOT ANALYSIS

### CHAPTER FIVE

#### 5.0 Conclusion

### CHAPTER ONE

#### INTRODUCTION

1:0 The student work experience scheme (siwes) is a worldwide program practiced in countries like Japan, Australia, USA, Europe, and in Africa countries too. It is popularly known as cooperative education and referred to as sandwich in Europe. It is a four (4) month student industrial work experience scheme (SIWES) taken in the third year of the degree program, and also in the end of the first year of diploma program, where the student goes to the various establishments related to their course of study.

The program was initially introduced in Nigeria by the industrial training fund (I.T.F) which was established under decree 47 of 1972 by the supreme military council, headed by General Yakubu Gowon, the decree was billed to take effect from 31st of March, 1974 and had as its core objective, the gradual reduction of the percentage of foreign participation in most of Nigerians economy activities, accompanied by a systematic cooperation of locally orientation skilled manpower into the vast economic sector.

One of the key function of the ITF is to work as cooperative body with industry and commerce where students in institutions of higher level can undertake mid-career work experience attachment in industries which are compatible with student area of study. The student industrial work experience scheme (SIWES) is a skill training program to design to expose and prepare student for the industrial work situation which they are likely to meet after graduation. Participation in SIWES has become a necessary pre-condition for the award of diploma and degree certificate in specific disciplines in most institutions of high learning in the country in accordance with the education policy of government.

#### HISTORY OF SIWES

1:1 The word SIWES (student industrial work experience scheme) was introduced by the federal government in the year 1973 to develop the technological, physical and social skill of our nation, through this, adequate and intelligent student are provided the department involved the actual challenge various discipline before they can be awarded as a diploma graduate.

\* provide student with an opportunity to apply their knowledge in real world situation there by reducing the gap between theoretical knowledge and practical work.

\* Enlist and strengthen employers involvement

In the entire education process and prepare  
Student for employment in industry and commerce

\* prepare student for the industrial work situation which they are likely to meet after graduation.

## CHAPTER TWO

### 2:0 Description of work done

Golden inn bar & hotel was found on the 1960 oct 1 till date. This company is a partnership business. All the partners contributed different amount to build up the company which profit made by the hotel are not shared equally.

I started my siwes in Golden inn bar as a receptionist on 1st of December. I was not really good at the work on my first day.

My work is to manage my front desk of the organization, greet guest with a warm smile and made them feel right at home, handle check in efficiently, and greet people who visits the hotel.

### 2:1 DUTIES OF A RECEPTIONIST

\* my duties is to receive visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.

\* Direct visitors to the appropriate person and office.

\* Keep uploading records of office expenses and cost.

\* Answering screening and forwarding incoming phone calls

At the end of every week calculation is to be made to know if the company is actually running a loss or gain.

### EQUIPMENT USED

MOPS:- to soak up liquid, for cleaning floors and other surfaces, to mop up dust, or for other cleaning purposes.

DUSTPAN:- a dustpan is a shovel-shaped pan used for sweepings. It is used to pickup the overall dust and dirt subsequent to sweeping.

BRUSH: this is a flat container with a handle which is used to brush dust and dirt. A broom is a type of brush with a long handle. You use a broom for sweeping the floor.

SPRAY BOTTLE:- it is used by housekeeping staff with spray bottles for when it comes to cleaning and disinfecting.

TOILET BRUSH:- toilet brush are used to keep ur toilet clean.

#### AIM OF THE ORGANIZATION

- \* the aim of the organization is to achieve their goals by attracting more customers to their hotel and to satisfy them with all the necessary things they required.
- \* And for their staff should be well aggressive and to be very respective when attending to customers.

Here are some pictures of room in the organization

## 2:2 ORGANIZATIONAL CHART

#### MANAGING DIRECTOR

Managing director oversees various groups of leading within an organization. They work directly with the CEO, COO and CFO of an organization to provide strategic advice and direction throughout the year.

#### HEAD OF STAFF

They have the power and responsibility to make sure that all administrative, financial, and operational aspects are running smoothly for their President/CEO or other executives.

#### SUPERVISOR

Supervisor is one who strives to continually learn, build upon their strengths and identify any areas of weakness in which to improve.

#### ACCOUNTING MANAGER

They're responsible for maintaining the general ledger system and preparing monthly financial statements submitted with regulatory reports to management, if applicable.

#### SECURITY

Securing the premises and personnel by staying on patrol, monitoring surveillance equipment,

performing building inspections, guarding entry points, and verifying visitors.

#### RECEPTIONIST

Receptionists register guests, assign rooms, issue keys, provide information concerning the hotel services, make room reservations, keep a record of rooms available for occupancy and present statements of charges to departing guests and receive payment.

#### BAR ATTENDANT

Bar attendants prepare and serve drinks to customers in liquor licensed premises.

#### HOUSE KEEPER

Responsible for efficient and orderly management of cleaning, servicing and repairing of guest rooms.

### CHAPTER THREE

#### 3.0 Activities carried out in the organization

The organization activity is considered as a hospitality accommodation activity, which involves rooms or apartments, sometimes include a cooking area.

Some of this activities the organization offers charge at your property and generate revenue as a secondary priority. For instance, a movie night in the lobby improves the guest experience, but still offer the chance to sell premium snacks and beverages to guests.

We also consider inviting a musician to play music at an open mic in their lobby as a way to provide entertainment to guests at the property, as well as to draw in new customer.

Having a variety of activities at an organization is a great way to make sure customer have enjoyable and memorable stay.

#### 4:0 CHAPTER FOUR

#### PROBLEM ENCOUNTER DURING SIWES

- During my training I encounter a lot of problem in the organization which they never look into for solution. Most hotel have standby electricity supply, maintenance and so on.
- Work of a manager to control, coordinates the staffs and planning. But none of this listed was done by the manager.
- Lack of self-serve option. 70% of guest want to use technology to speed up service time.
- Mechanical complaints are about difficulties with the hotels equipment.
- Lack of communication between the hotels and the customer's leads to one of the most common complaints in the industry.

#### 4:1 Problem report using swot analysis.

### 5:0 CHAPTER FIVE

The SIWES PROGRAMME has really help a lot of student to know how to run a business.

Placement of student should be ensured for every student according to his or her course of study in

order to avoid attaching student to industries or organizations that are not related to the field of study.

Proper inspection of industries should be made and its capacity ascertained before onward posting of student by either the school authorities or the ITF authorities.