

LILIAN M. GIKUTHA

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PERSONAL DATA

DATE OF BIRTH: 1972
CITIZENSHIP: Kenyan
RELIGION: Christian

PROFESSIONAL EXPERIENCE

Rwanda Tourism University College – Visiting Faculty
June 2009

Hotel Management Lecturer – Kenya Utalii College
Lecturers in Front Office Operations, Accommodation Management, Hotel Information Systems , and Human Resources Management
January 1996 - May 2000 and January 2006 – to date

Front Office Manager – Utalii Hotel
May 1998 - April 2000 and January 2003 –December 2005

ACADEMIC QUALIFICATIONS

September 2007 – December 2009

Master of Business Administration (MBA) – Human Resources Management
United States International University- Africa
Thesis - Factors affecting employee turnover in Nairobi 5 star hotels.

May 2005- December 2006

Bsc. degree in Hotel and Restaurant Management
United States International University- Africa

PROFESSIONAL TRAINING

July, 2002 - December 2002

Diploma in Professional Hospitality IT services – Distinction
Accommodation services management and Information Technology
IHTTI School of Hotel Management Switzerland

October, 1991 to September 1995

Diploma, in Hotel Management - Kenya Utalii College Nairobi, 1995
Food and Beverage Management, Rooms Division Management and General Business Management

May 1996 to July 1996

Certificate, Instructor Training - Kenya Technical Teachers College
Achieved Distinction, covered teaching methods, programme development, communication skills and psychology of learning.

May 2007

Certificate - Hotel Management
Dusit Thani College- Thailand.

OTHER TRAINING

June 2001

Certificate - Impact of Internet and data security in hospitality industry
Management development programme, Kenya Utalii College

June 2000

Certificate - Marketing Hospitality Services
Management development programme, Kenya Utalii College

June 1997

Certificate - Rooms Division Management
Management development programme, Kenya Utalii College

November 1994

Certificate - Basic First Aid

October 1994

Certificate - Leadership Course Outward bound mountain school
Attained skills in team building, creativity, stress management and communication skills.

COMPUTER SKILLS

Hotel Property Management systems

Trained and working with **Fidelio system**, Innsite and **Fortune IV** System.

November 2002

Windows 2000 Administrator (Microsoft Certified Professional) IHTTI School of Hotel Management Switzerland.

1996 - To date

Microsoft office Proficiency

Other Professional Engagements

Certified East African Community Assessor for Hotels, Restaurants and other Tourist accommodation facilities.

Technical Standards Committee- Kenya Bureau of Standards