

REFRESHER COURSES
2011
HOTELS, RESTAURANTS
AND LODGES
VERSION

KENYA UTALII COLLEGE, NAIROBI

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KENYA UTALII COLLEGE, NAIROBI

INTRODUCTION

Kenya Utalii College recognizes the challenges and opportunities that manifest in the Kenyan Hotel and Tourism Industry today, as well as the need for the industry to maintain high operational standards.

In this regard, the College presents the 2011 Refresher Courses' Training Catalogue, which comprises courses that have been adapted after close consultation with the Tourism Industry/Kenya Utalii College Liaison Committee and in reference to the Report of the Training Needs Assessment Survey conducted in August/September, 2007.

The 2011 Courses will be conducted at Kenya Utalii College - Nairobi, South and North Coast – Mombasa and Nakuru Regions. The Courses are designed to meet the needs of employees of Small, Medium and Large Scale Hotels as well as Tour and Travel Companies.

We hope that these short courses will be instrumental in improving staff performance, creating job satisfaction and motivation and enabling the establishments to meet set objectives through enhanced employee productivity.

Industrial Training Department

Kenya Utalii College

KENYA UTALII COLLEGE, NAIROBI

MINIMUM QUALIFICATIONS FOR ADMISSION AND SELECTION CRITERIA

The Courses are designed to benefit those who have a minimum of one year of industry experience. Specific qualifications are appended for each course programme.

All participants are expected to be thorough in both spoken and written English since the medium of instruction for all courses is English.

Participants are nominated by Management of the establishments they work for by filling forms issued by Kenya Utalii College. All applications are carefully scrutinized during the selection process and only selected nominees are contacted.

Please note that all Refresher courses will be non-residential with the exception of Kitchen Courses being held at Kenya Utalii College.

Please note that you need to confirm attendance two weeks prior to course commencement date. Failure to do this will lead to automatic replacement of your nominees.

Participants are required to make their own transport arrangements.

Application forms should be submitted by 25th January, 2011

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF KITCHEN COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 4 WEEKS

DATE	VENUE	COURSE TITLE
21 st March 2011 to 15 th April 2011	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• A la Carte Cookery• Bakery
18 th April 2011 to 13 th May 2011	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• A la Carte Cookery• Bakery
16 th May 2011 to 10 th June 2011	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• A la Carte Cookery• Bakery
13 th June 2011 to 8 th July 2011	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• A la Carte Cookery• Bakery

***The above courses are residential.**

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN NORTH COAST REGION

DURATION: 2 WEEKS

DATE	COURSE TITLE
21 st March 2011 to 1 st April 2011	<ul style="list-style-type: none">• Customer Care• Housekeeping Techniques• Housekeeping Supervision• Supervisory Skills (Advanced Level)• Buffet Preparation an Presentation/HACCP• Driver Guiding Techniques (Basic Level)

***The above courses are non-residential.**

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN SOUTH COAST REGION

DURATION: 2 WEEKS

DATE	COURSE TITLE
21 st March 2011 to 1 st April 2011	<ul style="list-style-type: none">• Bar Keeping Techniques• Facilities Maintenance Techniques• Front Desk Techniques• Restaurant Operations Techniques

***The above courses are non-residential.**

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN NAKURU REGION

DURATION: 2 WEEKS

DATE	COURSE TITLE
21 st March 2011 to 1 st April 2011	<ul style="list-style-type: none">• Food and Beverage Service Techniques• Reception Techniques• Housekeeping Techniques• Saucier and Entremetier

***The above courses are non-residential.**

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SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE - 1ST SESSION

DURATION: 2 WEEKS

DATE	COURSE TITLE
4 th April 2011 to 15 th April 2011	<ul style="list-style-type: none">• Guest Relations Techniques• Banqueting and Events Catering• Communication Skills (Basic Level)• Housekeeping Techniques• Wildlife Knowledge for Safari Guides

***The above courses are non-residential.**

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SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE – 2ND SESSION

DURATION: 2 WEEKS

DATE	COURSE TITLE
18 th April 2011 to 29 th April 2011	<ul style="list-style-type: none">• Personnel and Legal Aspects of Hospitality Operations (Advanced)• Barrista (Coffee Making Techniques)• Food and Beverage Service Techniques• Food and Beverage Control• Customer Care• IT Techniques for Office Automation

***The above courses are non-residential.**

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SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE – 3RD SESSION

DURATION: 2 WEEKS

DATE	COURSE TITLE
2 nd May 2011 to 13 th May 2011	<ul style="list-style-type: none">• Food and Beverage Service Supervision• Bar Keeping Techniques• Front Office Supervision• Customer Care• Hotel Accounting Techniques (Basic Level)

***The above courses are non-residential.**

KENYA UTALII COLLEGE, NAIROBI

1. **BUFFET PREPARATION AND PRESENTATION**

1.1 **Objectives:**

By the end of the course the participants should be able to:-

- Determine the equipment and material necessary for a cold and hot hotel buffet.
- Prepare a variety of cold and hot buffet dishes.
- Display and present the buffet items in a practical and appealing manner.

1.2 **Target Group:**

Cooks currently working in cold kitchens with at least **two years** experience in the section.

1.3 **Additional Requirements:**

Participants are required to bring along two sets of professional uniform.

Number of expected participants: 12

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2. SAUCIER AND ENTREMETIER (HOT KITCHEN)

2.1 Objectives:

By the end of the course the participants should be able to:-

- Apply professional kitchen techniques.
- Prepare basic stocks and sauces according to instructions.
- Apply the basic cooking methods appropriately.
- Prepare and present a variety of soups, vegetables and farinaceous dishes in a professional manner.

2.2 Target Group:

Participants should be Cooks currently working in the Saucier and Entremetier sections of establishments catering for 100 guests or more. They should have at least **two years** working experience.

2.3 Additional Requirements:

Participants are required to bring along two sets of professional uniform.

Number of expected participants: 12

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3. MASS FOOD PREPARATION AND PRESENTATION

3.1 Objectives:

By the end of the course the participants will be able to:-

- Determine the equipment and set-up necessary for large scale catering operations.
- Plan and execute menus for up to 700 persons.
- Produce large quantities of food in the most economical and effective manner.

3.2 Target Group:

Participants must be currently working in a large scale catering establishment or institution. They should have at least **two years** working experience.

3.3 Additional Requirements:

Participants are required to bring along two sets of professional uniforms.

Number of expected participants: 10

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4. ALA CARTE COOKERY

4.1 Objectives:

By the end of the course the participants will be able to:-

- Determine the necessary and appropriate equipment for A la Carte cookery.
- Handle the tools and equipment appropriately.
- Prepare a variety of a la carte dishes.
- Garnish and present the dishes in an attractive and appealing manner.

4.2 Target Group:

Participants must be cooks currently working in well established A la Carte Kitchens and have at least **two years** working experience.

4.3 Additional Requirements:

Participants are required to bring along two sets of professional uniforms.

Number of expected participants: 12

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5. BAKERY

5.1 Objectives:

By the end of the course the participants will be able to:-

- Make a variety of breads.
- Use raw material in baking correctly and economically.
- Conserve energy in the baking process.
- Handle baking equipment, tools and machines appropriately.

5.2 Target Group:

Participants must be Bakers and Pastry Cooks with at least two years working experience.

5.3 Additional Requirements:

Participants are required to bring along two sets of professional uniforms.

Number of expected participants: 6

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6. HOUSEKEEPING TECHNIQUES

6.1 Objectives:

By the end of the course the participants will be able to:-

- Explain the role of housekeeping in hospitality operations and its contributions to the quality of services.
- Apply and observe proper rules of hygiene and safety on the job.
- Differentiate and put into practice the various cleaning methods and procedures.
- Use the different cleaning equipment and agents and follow energy conservation procedures.
- Follow specified methods and procedures for guest room cleaning and maintenance.
- Develop proper interpersonal relations.
- List all types of floorings and explain their maintenance.
- Explain the importance of decorations.

6.2 Target Group:

Guest Room Attendants with a minimum of **one year** working experience. They must be of 'O' Level standard of education.

6.3 Additional Requirements:

Participants are required to bring along two pairs of professional uniforms, name tag and a pair of closed low heel black shoes.

Number of expected participants: 20

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7. HOUSEKEEPING SUPERVISION

7.1 Objectives:

By the end of the course the participants will be able to:-

- Determine cost effective methods of improving the department's productivity and profitability.
- Set and maintain quality standards in guest rooms and public areas.
- Apply the basic principles of management and human relations in their day to day operations.
- Apply on-the-job training skills at work.
- Explain the need for time management.
- Practice supervisor skill.

7.2 Target Group:

Floor Supervisors without formal training who have at least **two years** working experience in their supervisory position. They should be holders of a Kenya Utalii College refresher course certificate in Housekeeping Techniques Course and 'O' Level standard of education

7.3 Additional Requirements:

Participants are required to bring along two pairs of professional uniforms, black closed shoes and name tag. They should also bring standards checklist/sops currently used in their establishments.

Number of expected participants: 20

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8. FOOD AND BEVERAGE SERVICE TECHNIQUES

8.1 Objectives:

By the end of the course the participants will be able to:-

- Apply professional service techniques in the restaurant and bar.
- Maintain high standards of hygiene and safety in handling restaurant and bar equipment.
- Apply a practical approach to food and beverage salesmanship.

8.2 Target Group:

Waiters who have at least **two years** working experience.

Number of expected participants: 30

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9. BANQUETING & SPECIAL EVENTS SUPERVISION

9.1 Objectives:

At the end of the course the participants will be able to:-

- Apply the skills necessary for effective supervision.
- Explain the organization of the marketing and sales department and perform all activities.
- Plan, organize, direct and supervise the setting up and service of all types of functions.
- Prepare the function budget and bill.

9.2 Target Group:

Banquet Supervisors, Banquet Coordinators and Captains with a minimum of **two years** experience.

Number of expected participants: 24

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10. BAR KEEPING TECHNIQUES

10.1 Objectives:

By the end of the course the participants will be able to:-

- Apply practical approach to beverage salesmanship.
- Apply professional bar Service Techniques.
- Maintain high standards of hygiene and safety in handling bar equipment.
- Develop better Customer Relations.
- Create and Price Cocktails

10.2 Target Group:

Barmen with a minimum of **two years** working experience.

Number of expected participants: 24

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11. RESTAURANT OPERATIONS TECHNIQUES

11.1 Objectives:

By the end of this course the participants will be able to:-

- Control restaurant and bar operations
- Plan, design and merchandise the restaurant products
- Apply basic principles of management and human relations in their day to day operations.
- Develop on the job training techniques
- Effectively supervise the service of food and beverage in a restaurant.

11.2 Target Group:

Restaurant Supervisors and Food and Beverage Service Supervisors, with at least two years of experience

11.3 Additional Requirements:

Participants are required to bring along two sets of professional uniform.

Number of expected participants: 24

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12. BARRISTA (COFFEE MAKING TECHNIQUES)

12.1 Objectives:

By the end of this course the participants will be able to:-

- **Explain the history of coffee production**
- **Appreciate different types of coffee making machines, their specific parts and the key functions of every part**
- **Install the coffee machines by applying all the required hygiene and safety precautions.**
- **Identify the correct ingredients for all types of special coffee.**
- **Acquire professional skills in coffee making and sales.**

12.2 Target Group:

Bar waiters, Coffee shop waiters and Coffee Baristers. Participants must have a good command of English language with at least two years of experience and “0” level standard of education.

Number of expected participants :- 20

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13. GUEST RELATIONS TECHNIQUES

13.1 Objectives:

By the end of the course the participants will be able to:-

- Explain the nature of hospitality industry.
- Practise effective guest relations.
- Explain challenges of giving and selling services.
- Demonstrate appropriate professional behaviour and attitude.
- Communicate effectively.
- Provide quality service.
- Handle guest complaints and problems.

13.2 Target Group:

Receptionists, Cashiers, Switchboard Operators, Reservation Clerks, Guest Relations Officers, Porters, Information Clerks and Front Office Supervisors.

Number of expected participants: 20

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14. RECEPTION TECHNIQUES

14.1 Objectives:

By the end of the course the participants will be able to:-

- Apply Front Office procedures.
- Exhibit appropriate Front Office behaviour.
- Handle unusual events in hotels, restaurants and lodges
- Handle Front Office tasks professionally.

14.2 Target Group:

Hotel Receptionists, Guest Relation Officers and Reservations Clerks. Participants must have 'O' Level standard of Education.

Number of expected participants: 20

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15. FRONT DESK TECHNIQUES

15.1 Objectives:

By the end of the course the participants will be able to:-

- Apply Front Office procedures.
- Exhibit appropriate Front Office behaviour.
- Handle unusual events in hotels, restaurants and lodges
- Handle Front Office tasks professionally.

15.2 Target Group:

Hotel Receptionists, Guest Relation Officers and Reservations Clerks. Participants must have 'O' Level standard of education.

Number of expected participants: 20

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16. FRONT DESK SUPERVISION

16.1 Objectives:

By the end of the course the participants will be able to: -

- Recognize the functions of guest relations
- Exhibit improved leadership effectiveness
- Develop a profile of the factors that influence employee performance
- Be familiar with fundamentals of Front Office Supervision
- Train other employees

16.2 Target Group:

Front Office Supervisors who hold a Kenya Utalii College Refresher Course Certificate in either Front Desk Techniques or Front Office Cashiering Techniques or Guest Relations.

Number of expected participants: 20

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17. SUPERVISORY SKILLS (ADVANCED LEVEL)

17.1 Objectives:

By the end of the course the participants will be able to demonstrate effective application of concepts and skills learnt.

17.2 Target Group:

Employees in supervisory positions who hold a Kenya Utalii College Refresher Course Certificate in Supervisory Skills (Basic Level)

Number of expected participants: 20

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18. DRIVER GUIDING TECHNIQUES (BASIC LEVEL)

18.1 Objectives:

By the end of the course, the participants will be able to:-

- Explore the linguistic and cultural systems of East Africa.
- Identify the common wildlife of East Africa.
- Recognize the touristic circuits and features of interest for tourists in Kenya.
- Apply Driver Guiding skills

18.2 Target Groups:

Tour Company Driver Guides, Lodge Driver Guides and Naturalist. They must have worked in the Tourism Industry for at least **one year**

18.3 Additional Requirements:

They must have a valid driving and Public Service Vehicle Licence.

Number of expected participants: 25

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19. WILDLIFE KNOWLEDGE FOR SAFARI GUIDES

19.1 Objectives:

By the end of the course the participants should be able to:

- Understand wildlife conservation and management principles and practices
- Identify East African wildlife of touristic importance.
- Explain the ecology and ethology of East African wildlife of touristic importance

19.2 Target Group

Safari Guides and Naturalists with at least **two years** working experience and “O” level standard of education

Number of expected participants: 30

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20. PERSONNEL AND LEGAL ASPECTS OF HOSPITALITY INDUSTRY (ADVANCED LEVEL)

20.1 Objectives:

By the end of the course the participants should be able to:-

- Organize and carry out staff training activities
- Carry out performance appraisal and employee counselling
- Understand the various legal forms of hospitality enterprises
- Understand the International nature of the hospitality business from a legal perspective

20.2 Target Group:

Personnel who hold a Kenya Utalii College refresher course certificate in Personnel and Legal Aspects of Hospitality Industry (Basic Level)

Number of expected participants: 15

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21. HOTEL ACCOUNTING TECHNIQUES (BASIC LEVEL)

21.1 Objectives:

By the end of the course the participants will be able to:-

- Generate, use, and interpret financial statements
- Appreciate the various pricing and costing strategies for hotels, restaurants and lodges

21.2 Target Group:

Middle level and Senior Accounts/Finance Clerks. Clerical staffs in other departments who by the nature of their work generate or use financial reports and Supervisors to whom reports with financial implications are made.

Number of expected participants: 15

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22. FACILITIES MAINTENANCE TECHNIQUES

22.1 Objectives:

By the end of the course, the participants will be able to:-

- Recognise the responsibilities of the maintenance Department in the Hospitality Industry
- Understand the relationship between maintenance and profitability in the hospitality industry
- Understand the reason for and nature of maintenance work
- Organize and document procedures in maintenance
- Improve their effectiveness in Leadership

22.2 Target Group:

Maintenance Technicians with supervisory responsibilities. In addition, Participants must have a Technical background in Electrical, Mechanical or Motor vehicle repairs, “O” Level standards of education and at least **one year** working experience

Number of expected participants: 15

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23. CUSTOMER CARE

23.1 Objectives:

By the end of the course the participants will be able to:-

- Identify qualitative and quantitative aspects of service.
- Develop an awareness of factors that influence customer satisfaction.
- Manage their time and their co-workers time more effectively.

23.2 Target Group:

Employees, especially, those holding supervisory positions in any service industry and working in close contact with guests. They must have at least **two years** working experience in their current positions.

Number of expected participants: 20

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24. FOOD AND BEVERAGE CONTROL

24.1 Objectives:

By the end of the course the participants will be able to:-

- Define control; explain its importance and the characteristics of an effective control system.
- Implement the basic systems and procedures required in the operations control cycle.

24.2 Target Group:

Employees with a minimum of **two years** working experience in the Food and Beverage Control department and Supervisors with some basic experience in Food and Beverage control.

Participants must have 'O' Level standard of Education.

Number of expected participants: 20

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25. IT TECHNIQUES FOR OFFICE AUTOMATION (BASIC LEVEL)

25.1 Objectives:

By the end of the course the participants will be able to:-

- Appreciate how IT creates value in Office Operations
- Effectively use of Microsoft Office to enhance desktop productivity
- Develop office automation & Business Process in the office
- Improve Performance and Productivity using IT

25.2 Target Group:

Receptionists, cashiers, switchboard operators, reservation clerks, guest relations officers, information clerks and front office supervisors with **one year** working experience and “O” level standard of education.

Number of expected participants: 20