

REFRESHER COURSES

2020

KENYA UTALII COLLEGE, NAIROBI

| | <u>PAGE</u> |
|---|--------------------|
| <u>CONTENTS</u> | |
| Introduction..... | 1 |
| Minimum Qualifications for Admission and Selection Criteria | 2 |
| <u>SCHEDULE OF COURSES:</u> | |
| Kitchen Courses to be held at KUC..... | 3 |
| Courses to be held in Nakuru | 4 |
| Courses to be held in Mt. Kenya..... | 5 |
| Courses to be held in Western..... | 6 |
| Courses to be held at KUC..... | 7 |
| Courses to be held in North Coast..... | 8 |
| Courses to be held in Malindi..... | 9 |
| Courses to be held in South Coast..... | 10 |
| <u>COURSE DESCRIPTIONS:</u> | |
| □ Kitchen Courses: | |
| - Buffet Preparation & Presentation..... | 11 |
| - Food Safety and Hygiene Practices..... | 12 |
| - Health Cuisine and Fine Dining | 13 |
| - Cake Making and Decoration | 14 |
| - Mass Food Preparation and Presentation..... | 15 |

KENYA UTALII COLLEGE, NAIROBI

| | |
|---|----|
| - Bakery..... | 16 |
| ❑ Housekeeping and Laundry Courses: | |
| - Housekeeping Techniques | 17 |
| - Housekeeping Supervision..... | 18 |
| - Laundry and Dry Cleaning Techniques | 19 |
| ❑ Food and Beverage Service Courses: | |
| - Food & Beverage Service Techniques..... | 20 |
| - Techniques in Food and Beverage Service Supervision..... | 21 |
| - Bar Keeping Techniques..... | 22 |
| - Integrated F&B Service Techniques in All Inclusive Systems..... | 23 |
| - Banqueting and Events Supervision..... | 24 |
| ❑ Front Office Courses: | |
| - Guest Relations Techniques..... | 25 |
| - Reception Techniques | 26 |
| - Front Office Cashiering Techniques..... | 27 |
| ❑ General Supervisory Skills Courses: | |
| - Supervisory Skills (Basic Level) | 28 |
| - Supervisory skills (Advanced Level)..... | 29 |
| ❑ Travel, Tourism and Tour Guiding Courses: | |
| - Tourism Sales and Marketing..... | 30 |

KENYA UTALII COLLEGE, NAIROBI

| | |
|---|----|
| - Community and Naturalist Guiding Techniques..... | 31 |
| - Environmental issues for the Hospitality Industry..... | 32 |
| □ Other Courses: | |
| -Human Capital & Legal Aspects in the Hospitality Industry (Basic)..... | 33 |
| - Hotel Accounting Techniques (Basic Level) | 34 |
| - Entrepreneurship in the Hospitality & Tourism Industry..... | 35 |
| -Food and Beverage Control..... | 36 |
| - Leisure, Health and Recreation (Basic Level)..... | 37 |
| - Catering Sales Control..... | 38 |
| - Customer Care..... | 39 |

36

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 2020 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 recently.

The 2020 Courses will be conducted at Kenya Utalii College - Nairobi, South and North Coast – Mombasa, Malindi, Western, Mt. Kenya 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.

Admissions and 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 **two years** 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 Mass Food Preparation and Presentation and Bakery 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 and accommodation arrangements, since all courses are non-residential.

Application forms should be submitted by 13th January, 2020

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF KITCHEN COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 4 WEEKS

| DATE | VENUE | COURSE TITLE |
|---|--------------|---|
| 9 th March 2020 to 3 rd April 2020 | KUC | <ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery |
| 6 th April 2020 to 30 th April 2020 | KUC | <ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery |
| 4 th May 2020 to 29 th May 2020 | KUC | <ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery |
| 2 nd June 2020 to 26 th June 2020 | KUC | <ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery |

***The above courses are residential.**

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN NAKURU/CENTRAL RIFT/MARA REGION

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|---|---|
| 9 th March 2020 to 20 th March 2020 | <ul style="list-style-type: none">• Food and Beverage Service Techniques• Reception Techniques• Housekeeping Techniques• Buffet Preparation and Presentation |

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

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN NORTHERN/ MT. KENYA REGION

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|---|--|
| 9 th March 2020 to 20 th March 2020 | <ul style="list-style-type: none">• Food and Beverage Service Techniques• Housekeeping Techniques• Customer Care |

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

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN WESTERN/KISUMU REGION

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|---|---|
| 23 rd March 2020 To 3 rd April 2020 | <ul style="list-style-type: none">• Housekeeping Techniques• Food and Beverage Control• Hotel Accounting Techniques (Basic Level)• Customer care |

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

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|--|--|
| 20 th April 2020 to 30 th April 2020 | <ul style="list-style-type: none">• Food and Beverage service Techniques• Banqueting and Events Supervision• Bar Keeping Techniques• Front Office Cashiering Techniques• Guest Relations Techniques• Catering Sales Control• Housekeeping Techniques• Laundry and Dry Cleaning Techniques• Entrepreneurship in the Hospitality and Tourism Industry• Hotel Accounting Techniques (Advanced Level)• Supervisory Skills (Basic Level)• Human Capital & Legal Aspects in the Hospitality Industry• Environmental Issues in Tourism and Hospitality Industry• Community and Naturalist Guiding Techniques• Tourism Sales and Marketing• Food Safety and Hygiene Practices |

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

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN NORTH COAST REGION

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|---|---|
| 4 th May 2020 To 15 th May 2020 | <ul style="list-style-type: none">• Techniques in Food and Beverage Service Supervision• Supervisory Skills (Advanced Level)• Environmental Issues in Tourism and Hospitality Industry• Health Cuisine and Fine Dining• Leisure, Health and Recreation (Advanced Level) |

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

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF REFRESHER COURSES TO BE HELD IN MALINDI/WATAMU/LAMU REGIONS

DURATION: 2 WEEKS

| DATE | COURSE TITLE |
|---|---|
| 4 th May 2020 to 15 th May 2020 | <ul style="list-style-type: none">• Housekeeping Techniques• Cake making and Decoration• Catering Sales Control |

***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 |
|--|---|
| 18 th May 2020 to 29 th May 2020 | <ul style="list-style-type: none">• Integrated Food & Beverage Service Techniques in All-inclusive System• Guest Relations Techniques• Housekeeping Supervision• Food Safety and Hygiene Practices |

***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 and a minimum of "O" Level standard of education.

1.3 Additional Requirements:

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

Number of expected participants: 20

KENYA UTALII COLLEGE, NAIROBI

2. FOOD SAFETY AND HYGIENE PRACTICES

2.1 Objectives:

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

- _ Understand food safety system concept
- Describe emerging food safety hazards & measures of control
- Strengthen general knowledge in food safety management
- Acquire knowledge on implementation of food safety system according to the international standard

2.2 Target Group:

Chefs, Sous Chefs, Senior Cooks, F&B Supervisors, Food Store Attendants
Kitchen & Stores Equipment Technicians

2.3 Additional Requirements:

White dust coats & hair nets

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

3. HEALTH CUISINE AND FINE DINING

3.1 Objectives:

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

- _ Outline the importance of health cooking in relation to food availability
- Describe the various cooking options for health concerns
- Discuss menu planning trends and health cuisine practices in the kitchen
- Prepare and present health dishes for health concerns

3.2 Target Group:

Sous Chefs, Chef de Parties, and Senior Cooks.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

4. CAKE MAKING AND DECORATION

4.1 Objectives:

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

- Ice and decorate a cake.
- Design cake shapes and decorating patterns.
- Mix basic food colours and use them correctly.

4.2 Target Group:

Participants must be currently working in the pastry section of well-established large hotel kitchens and must have been holding the position of Pastry Chef for not less than **three years**.

4.3 Additional Requirements:

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

Number of expected participants: 8

KENYA UTALII COLLEGE, NAIROBI

5. MASS FOOD PREPARATION AND PRESENTATION

5.1 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 1000 persons.
- Produce large quantities of food in the most economical and effective manner.

5.2 Target Group:

Participants must be currently working in a large scale catering establishment or institution. They should have at least **two years** working experience and a minimum of “O” Level standard of education.

5.3 Additional Requirements:

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

Number of expected participants: 15

KENYA UTALII COLLEGE, NAIROBI

6. **BAKERY**

6.1 **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.

6.2 **Target Group:**

Participants must be Bakers and Pastry Cooks with at least **two years** working experience and a minimum of “O” Level standard of education.

6.3 **Additional Requirements:**

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

Number of expected participants: 6

KENYA UTALII COLLEGE, NAIROBI

7. HOUSEKEEPING TECHNIQUES

7.1 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.

7.2 Target Group:

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

7.3 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: 30

KENYA UTALII COLLEGE, NAIROBI

8. HOUSEKEEPING SUPERVISION

8.1 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.

8.2 Target Group:

Floor Supervisors without formal training who have at least **two years** working experience in their supervisory position. Should have attached the Housekeeping Techniques Course, 'O' Level standard of education

8.3 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: 30

KENYA UTALII COLLEGE, NAIROBI

9. LAUNDRY AND DRY CLEANING TECHNIQUES

9.1 Objectives:

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

- Apply the basic rules of stain removal.
- Apply the operating procedures in a Laundry.
- Distinguish the different textile fibres and their maintenance methods.
- Apply preventive maintenance of machines and equipment.
- Apply safety measures.

9.2 Target Group:

Laundry and Dry-Cleaning Plant Employees with a minimum of 'O' level standard of education and at least **two years** working experience.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

10. FOOD AND BEVERAGE SERVICE TECHNIQUES

10.1 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.

10.2 Target Group:

Waiters who have a minimum of 'O' Level standard of education and at least **two years** working experience.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

11. TECHNIQUES IN FOOD AND BEVERAGE SERVICE SUPERVISION

11.1 Objectives:

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

- Apply skills necessary for effective supervision.
- Develop a profile of the factors that influence employees' Performance.
- Develop better customer relations.
- Effectively organize and control restaurant and bar service.
- Initiate on-the-job training programmes.
- Sell food and beverage products effectively.

11.2 Target Group:

Food and Beverage Headwaiters/Supervisors who hold a Refresher Course Certificate in Food and Beverage Service Techniques from Kenya Utalii College.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

12. BAR KEEPING TECHNIQUES

12.1 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

12.2 Target Group:

Barmen with a minimum of 'O' Level standard of education and
At least **two years** working experience

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

13. INTEGRATED FOOD AND BEVERAGE SERVICE TECHNIQUES IN ALL INCLUSIVE SYSTEMS

13.1 Objectives:

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

- Understand the all-inclusive systems concept
- Apply a practical approach to both food and Beverage Salesmanship & Merchandising to all Inclusive systems
- Apply Professional service techniques in serving both food and beverage areas in all inclusive systems
- Maintain high standard of hygiene and safety in handling restaurant and bar equipment

13.2 Target Group:

Waiters who have a minimum of “O” Level standard of education and at least two years working experience

Number of expected participants: - 30

KENYA UTALII COLLEGE, NAIROBI

14. BANQUETING AND EVENTS SUPERVISION

14.1 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.

14.2 Target Group:

Banquet Supervisors, Banquet Coordinators and Captains with a minimum of 'O' Level standard of education and at least **two years** working experience.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

15. GUEST RELATIONS TECHNIQUES

15.1 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.

15.2 Target Group:

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

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

16. RECEPTION TECHNIQUES

16.1 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.
- Handle Front Office tasks professionally.

16.2 Target Group:

Hotel Receptionists, Guest Relation Officers and Reservations Clerks. Participants must have 'O' Level standard of Education and a minimum of **two years** working experience

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

17. FRONT OFFICE CASHIERING TECHNIQUES

17.1 Objectives

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

- Exhibit appropriate Front Office behaviour
- Effectively handle guests' complaints
- Accurately maintain and settle guest bills
- Apply appropriate procedures while providing sundry cashiering services
- Apply procedures of handling hotel credit and minimising the association risks.
- Apply the night auditing process

17.2 Target Group:

- Front Office Cashiers, Outlet Cashiers, Night Auditors with a minimum of **two years** working experience.
- Participants must have 'O' Level standard of Education

Number of expected participants: 20

KENYA UTALII COLLEGE, NAIROBI

18. SUPERVISORY SKILLS (BASIC LEVEL)

18.1 Objectives:

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

- Develop the skills necessary for first line supervisors to be effective as leaders.
- Develop a profile of the factors that influence employee performance.
- Manage their time and their subordinates' time effectively.

18.2 Target Group:

The course is intended for employees of the Hotel and Tourism industry who occupy supervisory positions. They must also have at least **two years** working experience in the said position.

Number of expected participants: 20

KENYA UTALII COLLEGE, NAIROBI

19. SUPERVISORY SKILLS (ADVANCED LEVEL)

19.1 Objectives:

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

19.2 Target Group:

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

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

20. TOURISM SALES AND MARKETING

21.1 Objectives:

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

- Appreciate selling and marketing of tourism and hospitality services.
- Learn how to effectively use information technology to market tourism and hospitality services.
- Apply sales and marketing skills thus gaining a competitive advantage.
- Understand the changing consumer behaviour in the tourism and hospitality industry.
- Learn how to targeted new source markets.

22.2 Target Groups:

Sales Representatives, Tour Officers, Tour Guides, Guest Relations Officers, Airline Reservation Officers, Front Office Supervisors and any other service employee in supervisory Position working in close contact with guests.

Hotel employees with a minimum of **two years** working Experience.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

23. COMMUNITY AND NATURALIST GUIDING TECHNIQUES

23.1 Objectives:

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

- Interpret aspects of cultural heritage and local indigenous knowledge
- Apply relevant knowledge and information on wildlife tourism
- Integrate etiquette and communication skills into guiding
- Apply best practices in tour guiding and administration

23.2 Target Groups:

Driver Guides, Naturalist, local guides, resident guides and any person involved in Wildlife interpretation for tourists. They must have worked in the Tourism Industry for at least **two years**

Number of expected participants: 25

KENYA UTALII COLLEGE, NAIROBI

24. ENVIRONMENTAL ISSUES IN TOURISM AND HOSPITALITY INDUSTRY

24.1 Objectives:

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

- Recognize environmental impacts resulting from the Hospitality and Tourism Industry activities.
- Outline the major environmental initiatives in Hospitality and Tourism Industry.
- Institute an Environmental Management System for the Hospitality and Tourism Industry.
- Appreciate the benefits of managing hotel operations with minimum environmental impacts.

24.2 Target Groups:

Personnel in relevant operational areas.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

25. HUMAN CAPITAL AND LEGAL ASPECTS IN HOSPITALITY INDUSTRY (BASIC LEVEL)

25.1 Objectives:

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

- Understand the legal relationship between hotels, tour companies and the tourists.
- Challenges and strategy in HRM.
- Minimize legal costs to the organization by proper handling of guest's complaints.
- Understand human resource management function
- Develop effectiveness in HRM.
- Appreciate the new employment law.

25.2 Target Group:

Hospitality Supervisors working in Front Office, Reservations, Bar, Restaurant, Housekeeping and Personnel departments as well as Tour Leaders with a minimum of **two years** working experience. A minimum of 'O' level standard of education.

Number of expected participants: 30

NB: Holders of the Personnel and Legal aspects of Hospitality Operation Refresher Course Certificate are not eligible

KENYA UTALII COLLEGE, NAIROBI

26. HOTEL ACCOUNTING TECHNIQUES (BASIC LEVEL)

26.1 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, prepare budgets as prepare bank reconciliation statement

26.2 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. They must have a minimum of **two years** relevant experience.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

27. ENTREPRENEURSHIP IN THE HOSPITALITY AND TOURISM INDUSTRY

27.1 Objectives:

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

- Understand the nature of entrepreneurship in the hospitality and tourism industry
- Determine whether they want to be entrepreneurs with their own business or corporate entrepreneurs
- Identify opportunities (problems), develop creative solutions and build a viable business model
- Identify and understand the driving forces of new venture success
- Understand the ethical and legitimacy challenges that face entrepreneurs with new ventures
- Understand business planning process for a start-up

27.2 Target Group:

Hospitality and Tourism middle level staff working in various functional areas of F&B, Front Office, Food Production, Housekeeping, Sales and Marketing and those Involved in business development at various levels.

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

28. FOOD AND BEVERAGE CONTROL

28.1 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.

28.2 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

KENYA UTALII COLLEGE, NAIROBI

29. LEISURE, HEALTH & RECREATION (ADVANCED LEVEL)

29.1 Objectives:

- By the end of the course the participants will be able to:-
- Appreciate basic management of resources and facilities.
 - Develop customer relations and good practices.
 - Recognize environmental impacts of leisure.
 - Create awareness of legal aspects in recreational areas.
 - Execute basic First Aid Skills.

29.2 Target Group:

The course is designed for Animators, Swimming Pool Instructors, and Life Savers, staff working in the Gymnasium and in relevant recreation facilities with at least **two years** working experience. Participants must have attended the basic course, and/or be supervisory staff in their work areas

29.3 Additional Requirements:

Participants should bring along a complete set of training gear.

Number of expected participants: 20

KENYA UTALII COLLEGE, NAIROBI

30. CATERING SALES CONTROL

30.1 Objectives:

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

- Identify and explain the role and objectives of control in the hotel and catering industry with a focus on “All inclusive” operations
- Identify the elements of cost and their relationship to profits; and explain the main sales concepts used in the hospitality industry.
- Identify and explain the control challenges experienced by establishments running both the normal hotel plans and the “All inclusive’ plan
- Explain how sales reconciliation is done and final sales report compilation

30.2 Target Group:

Restaurant and Bar Supervisors, Stock Controllers and Bar Tenders with a minimum of two years working experience.

Participants must have “O” Level standard of Education

Number of expected participants: 30

KENYA UTALII COLLEGE, NAIROBI

31. CUSTOMER CARE

31.1 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.

31.2 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: 30