



KENYA UTALII COLLEGE, NAIROBI
NATIONAL TOURISM COMPETITIONS- 22nd Edition- 2018
INFORMATION BOOKLET

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KENYA UTALII COLLEGE, NAIROBI

1. INTRODUCTION

The professional competitions for the Hotel and Tourism Industry employees are the brainchild of the Tourism Industry/Kenya Utalii College Liaison Committee. This Committee incorporates:

- ◆ Kenya Association of Travel Agents (KATA),
- ◆ Kenya Association of Tour Operators (KATO),
- ◆ Kenya Association of Hotelkeepers and Caterers (KAHC),
- ◆ Kenya Airways (KQ),
- ◆ Tourism Fund (TF)
- ◆ Ministry of Tourism (MoT)
- ◆ Pubs, Entertainment and Restaurant Association of Kenya (PERAK),
- ◆ Kenya Utalii College (KUC)
- ◆ Kenya Association of Air Operators (KAAO)
- ◆ Kenya Association of Women in Tourism (KAWT)
- ◆ Ecotourism Kenya (EK)

The Committee oversees all aspects pertaining to the competitions. The secretariat is at Kenya Utalii College.

The objectives of the Competitions are:-

- To enhance quality of service in Hotel and Tourism Industry
- To tap ingenuity, creativity and innovation
- Create motivation for industry employees
- To assist benchmarking within the global industry.

The first Competitions were held in 1988. These Competitions at that time only involved Cooks and Waiters.

The Competitions have received support from the Hotel and Tourism Sector and various organizations who donate prizes for the winners. The current competitions are the **22nd Edition** and include twelve (12) categories.



KENYA UTALII COLLEGE, NAIROBI

THE FOLLOWING ORGANISATIONS SPONSORED THE LAST EDITION OF THE NATIONAL TOURISM COMPETITION

	ORGANIZATION		ORGANIZATION
1.	Kenya Association of Hotelkeepers and Caterers	6.	Intercontinental Hotel
2.	Safari Park Hotel	7.	Sankara Hotel
3.	Utalii Hotel	8.	The Clarion
4.	Serena Hotels	9.	Hilton Hotel
5.	Windsor Golf Hotel & Country Club	10.	Ashnil Hotels

2. THE WINNERS OF THE 21st EDITION OF THE NATIONAL TOURISM COMPETITIONS WERE AS FOLLOWS

	CATEGORY	POSITION 1	POSITION 2	POSITION 3
1.	Cooks `International Cuisine	Jackson Muchangi Nairobi Serena	Nancy Odhiambo Villa Rosa Kempinski	Cynthia Kirui Hotel Intercontinental
2.	Cooks `Local Cuisine	Abel Ambaka Jacaranda Hotel	Richard Muinde Fairmont the Norfolk	Kennedy Munyaka Nairobi Serena
3.	Barmen	Kennedy Webo Safari Park	Cornel Odera Safari Park	Silvia Ochieno Fairmont the Norfolk
4.	Waiters	Moses Njiru Safari Park	Joyce Mwaniki Safari Park	Bernard Mgendi Voyager Beach
5.	Receptionist	Fred Sai Villa Rosa Kempinski	Rose Munene Fairmont the Norfolk	Ann Omolo Safari Park
6.	Guest Relations Officers	Asumpter Kanini Maanzoni Lodge	Brink Bosire Intercontinental Hotel	Monica Karonji Villa Rosa Kempinski
7.	Housekeeping Supervisors	Stanely Gichira Voyager Beach	Maria Wanjiku Mara Intrepids	Victor Olima Intercontinental
8.	Guest Room Attendants	Christine Ayub Maanzoni Lodge	Nancy Rimir Hilton Hotel	Daniel Koech Hotel Intercontinental
9.	Laundry & Dry Cleaning Attendants	Joshua Ogembo Villa Rosa Kempinski	John Tezi Bongo Sankara Hotel	Peter Kimanga Safari Park Hotel
10.	Safari Guides & Naturalists	Joseph Kangethe Mara Intrepids	Anthony Kamau Ngugi Fairmont Mara Safari Club	Jonathan Ledama Fairmont Mara Safari Club
11.	Spa Therapist Category	Felistus Wambui Maina Jacaranda Hotel	Ruth Gathoni Nairobi Serena	Eunice Musanga Nairobi Serena



4. 22nd EDITION COMPETITION CATEGORIES

The competitions will cover the major professional areas of the trade. The details of the categories are specified here below:-

- i. Cooks "*International Cuisine*"
- ii. Cooks "*Local Cuisine*"
- iii. Waiters
- iv. Bartender
- v. Receptionists
- vi. Guest Relations Officers
- vii. Laundry and Dry-cleaning Attendants
- viii. Housekeeping Supervisors
- ix. Guest Room Attendants
- x. Safari Guides and Naturalists
- xi. Spa Therapy Personnel
- xii. Foreign Languages:



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5. ENTRY REQUIREMENTS

5.1 GENERAL REQUIREMENTS

All participants must have Form Four Level standard of education and a good command of written and spoken English language.

Participating establishments are allowed to nominate a maximum of three (3) contestants per category. Winners of past competitions are eligible to participate.

CATEGORIES

5.2 COOKS: (*International and Local Cuisine*)

Participants will have a minimum of **two years** relevant working experience in a Hotel or Restaurant establishments as Cooks or Chef de Parties. Flair for originality and creativity will be an added advantage.

5.3 WAITERS/BARTENDERS

Participants will have a minimum of **two years** relevant working experience in a Hotel or Restaurant establishment as station Waiters or Barmen.

5.4 RECEPTIONISTS

Participants will have a minimum of **two years** relevant working experience in a Hotel establishment as Receptionist or Front Desk Agent. A good flair in all aspects of front office operations will be an added advantage.

5.5 GUEST RELATIONS OFFICERS

Participants will have a minimum of **one year** relevant working experience in the tourism sector of Hotel or Restaurant establishments as Guest Relations Officer.

5.6 LAUNDRY AND DRY-CLEANING ATTENDANTS

Participants must have a minimum of a Laundry and Dry-cleaning Techniques Certificate and **two years** relevant working experience in a Laundry Plant working as a Laundry Attendant/Operator. Professional competence in all aspects of the Laundry and Dry-cleaning operations will be an added advantage.

5.7 HOUSEKEEPING SUPERVISORS

Participants must have a minimum of Housekeeping Certificate and **two years** relevant working experience in a hospitality establishment, working either as a Housekeeping Supervisor or as an Assistant Housekeeper. Mastery of Housekeeping Operational/ Supervisory Skills will be an added advantage.

5.8 GUEST ROOM ATTENDANTS

Participants will have a minimum of a Housekeeping and Laundry Course Certificate and **two years** relevant working experience in a laundry plant as a laundry supervisor. Professional competence in all aspects of Laundry and Dry-cleaning operations will be an advantage.



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5.9 SAFARI GUIDES AND NATURALISTS

The participants will have a minimum of **two years** relevant working experience with a registered Tour Company or Lodge with a clean record of accident free driving. They should be fluent in oral and written English.

Freelance guides who have a licence from the Tourism Regulatory Authority (TRA) and recommendation letter from an employer recognized by the TRA will be eligible to participate.

5.10 SPA THERAPY PERSONNEL

The participants will have a minimum of **two years** relevant working experience. Professional competence in Spa treatment and Services will be an added advantage. They should be fluent in oral and written English.

5.11 FOREIGN LANGUAGES

All participants must have studied one of the following foreign languages listed on section 8.11 for tourism and hospitality purposes. Participating establishments are allowed to nominate a maximum of three contestants per category.

6. ORGANIZATION OF THE COMPETITIONS

The execution of these Competitions will be governed by the following general procedures:-

- (i) Judges and co-coordinators nominated by TI-KUC Liaison Committee will be responsible for the organization and supervision of these competitions.
- (ii) All judges will be required to wear special identification and sign a declaration to the effect that they shall be impartial in their adjudication duties. Employers with special interests will not be allowed within the adjudication areas.
- (iii) Observers from the trade organizations would be present during the final competitions to ensure that the competitions are done in a transparent and fair manner.
- (iv) The competitions will take the form of written and in some cases oral, written and practicals (except the Cooks Competition).
- (v) In all categories, the decision of the judges will be final.**
- (vi) The Regional Competitions will be held from 12th to 15th March, 2018. Best performers at Regional level will meet for the National Competitions which will be held at Kenya Utalii College, Nairobi from 27th to 31st May 2018.**
- (vii) The participants will make arrangements for their accommodation during competitions.
- (viii) Participants are requested to make any comments and observations regarding the competition on the prescribed form.



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7. NATIONAL TOURISM COMPETITIONS REGIONS

	REGION	AREA COVERED
1.	Nairobi	Nairobi CBD and Greater Nairobi
2.	Central Rift/Mara	Nakuru, Mara, Baringo and Naivasha
3.	Western	Kisumu, Kakamega, Mt. Elgon, Kitale, Eldoret, Busia, Kisii, Kericho and Bungoma
4.	Northern	Mt. Kenya area, Samburu, Isiolo & Garissa
5.	Coast	South Coast, Malindi/Watamu, North Coast/ Mombasa Island and Lamu
6.	Amboseli / Tsavo	Amboseli, Loitokitok, Tsavo East/West, Voi, Taita Taveta.

SPECIFICATIONS OF THE COMPETITION

8.1 COOKS' COMPETITION

8.1.1 Regional Level/Preliminaries

There are two categories:

- a) International Cuisine
- b) Local Cuisine

8.1.2 INTERNATIONAL CUISINE

- The candidates are required to prepare one Main course dish for two persons with suitable accompaniments.
- Each candidate will have the same food items provided by the judges and is free in his/her style of preparation.
- Plate service presentation.
- The time allowed is 1 hour.

8.1.3 LOCAL CUISINE

- The candidates are required to prepare one Main course dish for two persons with the ingredients provided by the judges.
- Plate service presentation.
- The time allowed is 1 hour.

8.1.4 Areas of Evaluation

In both categories, the following areas of evaluation will be applied:

- Handling of tools and equipment
- Taste of dishes
- Correct quantities used
- Presentation
- Cleanliness and organization set-up
- Professional working skills
- Creativity



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8.1.5 National Level/Finals

There are two categories:

- a) International Cuisine
- b) Local Cuisine

8.1.6 INTERNATIONAL CUISINE

The competition will involve the preparation and presentation of a menu consisting of three courses for 4 persons. Each competitor will be required to compile the menu from a mystery basket and other provided ingredients.

The courses are as follows:-

- Cold starter
- Main course (hot) with suitable accompaniments
- Dessert

Competitors will be required to present their food dishes on plates. Time allowed for the competition will be three and a half hours. A half hour will be allocated to receiving the mystery basket and composing the menu. At the end of the half hour no substitutions of items in the basket will be allowed. The remaining three hours will be for the preparation of the menu.

The mystery basket and other ingredients will be supplied by Kenya Utalii College. All basic equipment, cutlery and crockery will be made available to the competitors by the College. On the completion of the three hours cooking time allocated, the competitors will be required to present their dishes to the Jury.

Mystery Basket

The mystery basket will contain pre-determined choice of main ingredients from which all competitors will be required to prepare their menu for the competition. Ingredients for all competitors will be the same.

The main items in the mystery basket will include a choice of:-

- Butcher's meat and or Game meat or Poultry
- Fish and or Seafood

All these main items must be utilized. The weight or count of the main products will be sufficient to prepare a 3-course menu for 4 persons. The contents of the mystery basket will be revealed on the competition day and time.

NB: A list of other ingredients outside the mystery basket shall be forwarded to the competitors at least two weeks before the competition day.



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8.1.7 LOCAL CUISINE

The competitions will involve the planning, preparing and presenting a comprehensive main course with suitable accompaniments for four persons. Each competitor will be required to plan and prepare the main course from a basket of ingredients provided. The contents of the basket of ingredients will be revealed on the competition day and time.

The competitors will be required to present their main course dishes on plates. The time allowed for the competition will be one and half hours. The competitors shall be allowed fifteen minutes to receive the basket of ingredients and plan the main dish.

At the end of the fifteen minutes, no substitutions of items in the basket will be allowed. The remaining one and quarter hours will be for the preparation and presentation of the main dishes to the Jury.

Basket of Ingredients

The basket of ingredients will contain all the ingredients from which the competitors will be required to prepare their main dishes for the competition. Ingredients for all competitors will be the same.

Areas of Evaluation

In both categories, the following areas of evaluation will be applied:

- Handling of tools and equipment
- Taste of dishes
- Correct quantities used
- Presentation
- Cleanliness and organization set-up
- Professional working skills
- Creativity

8.2 WAITERS' COMPETITION

8.2.1 Regional Level

The competitions will be in two parts. One part will be a written examination, while the other part will consist of setting a table as per the menu that will be provided and serve a bottle of wine.

8.2.2 National Level

Same as Regional Level with an additional of actual Food and Beverage Service to at least five (5) guests.



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8.2.3 Areas of Evaluation

The following will be evaluated:-

- Personal grooming and hygiene
- *Mise-en-place*
- Handling Equipment
- Speed of work
- Order writing
- Working techniques
- Self organization
- Food knowledge
- Beverage knowledge
- General knowledge
- Soft Skills

8.3 BARTENDER COMPETITION

8.3.1 Regional Level

The competition will be in two parts. The first part will be a written examination. The second part, the participants will be required to make one internationally recognized cocktail and one created cocktail based on ingredients provided.

8.3.2 National Level

Same as Regional Level but the participants will be required to make two International cocktail and one own created cocktail.

8.3.3 Areas of Evaluation

- Personal grooming and hygiene
- *Mis-en-place*
- Handling Equipment
- Speed of work
- Proportion of recipes
- Handling equipment
- Self organization
- Taste of cocktails
- Creativity
- Presentation
- Working techniques
- Flair

8.4 RECEPTIONISTS' COMPETITION

The competition will be in two parts. The preliminaries in the various regions will comprise of written and oral examinations. The top three in the regional competitions will then compete in the final which will be in three parts: Written, Oral and Practical Role Play Situation.



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8.4.1 Regional Level : Written examination 50%
Oral examination 50%

8.4.2 National Level : Written Examination 25%
Oral Examination 25%
Case Study/Role Play 50%

8.4.3 Areas of Evaluation

- Personal grooming and hygiene
- Front desk working techniques
- Professional attitude
- Social skills
- Competence
- Problem solving techniques (case situations)

8.5 GUEST RELATIONS OFFICERS' COMPETITION

The competition will be in two parts. The preliminaries in the various regions will comprise of written and oral examinations. The top three in the regional competitions will then compete in the final which will include: Written, Oral and Practical Role Play Situation.

Regional Level: Written examination 50%
Oral examination 50%

National Level: Written Examination 25%
Oral Examination 25%
Case Study/Role Play 50%

8.5.1 Areas of Evaluation

- Personal grooming and hygiene
- Professional attitude
- Social skills
- Problem solving techniques
- Salesmanship
- Mise-en-place
- Etiquette

8.6 LAUNDRY AND DRY CLEANING ATTENDANTS' COMPETITION

8.6.1 Regional Level

The competition will be in two parts.

Part A: Written Examination = 50%

Part B: Oral Examination = 50%



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8.6.2 National Level

The competition will be in two parts:

Part A: Written Examination = 40%

Part B: Practical Examination = 60%

8.6.3 Areas of Evaluation

- Personal Grooming and Appearance
- Preparation
- Handling of Equipment
- Working Technique and Methodology
- Competence
- Speed and Accuracy
- Quality of finished work

8.7 HOUSEKEEPING SUPERVISORS' COMPETITION

8.7.1 Regional Level

The competition will be in two parts:

Part A: Written Questions = 60%

Part B: Oral Examination = 40%

8.7.2 National Level

This level will be in two parts:

Part A: Oral questions = 40%

Part B: Practical Examination = 60%

8.7.3 Areas of Evaluation

- Personal grooming and hygiene
- Preparation
- Standard operating procedure
- Professional etiquette and ethics
- Problems solving skills
- Interpersonal skills
- Guest relations
- Safety and Security
- Job evaluation skills
- Self organization
- *Mis-en-place*
- Access to the room
- Guest room inspection procedure
- Working Techniques
- Speed and Accuracy
- Quality of finished work



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8.8 GUEST ROOM ATTENDANTS' COMPETITION

8.8.1 Regional Level

The Competition will be in two parts:

Part A: Written Examinations =40%

Part B: Practical Examinations =60%

8.8.2 National Level

This level will be in two parts:

Part A: Oral questions = 40%

Part B: Practical Examination = 60%

8.8.3 Areas of Evaluation

- Personal Grooming
- Preparation
- Problem solving skills
- Intern personal skills
- Guest Relations
- *Mis-en-place*
- Job evaluation skills/Product inspection
- Working techniques
- Speed and accuracy
- Quality of finished of work

8.9 SAFARI GUIDES AND NATURALISTS' COMPETITION

8.9.1 Regional Level

The competition will have one section where only a written examination will be administered to the participants and will carry 100% marks.

8.9.2 National Level

This one will have only two sections which are:

Written Examination = 60%

Oral/practical examination = 40%

8.9.3 Areas of Evaluation

- Personal grooming and presentation.
- Professional Safari guiding skills.
- Ethics and code of conduct.
- History and Cultural knowledge of East Africa.
- General Travel knowledge.
- Knowledge of Flora and Fauna
- Observation of park rules and regulations.
- Pre-safari preparation (safari briefing, tour administration and vehicle preparation).
- Emergency handling and problem solving techniques.
- Client services handling.



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8.9.4 Practical/Orals

- Nature interpretation
- Presentation of selected topics

8.10 SPA THERAPY PERSONNEL COMPETITION

8.10.1 Regional Level

The competition will be in two parts

- Orals = 50%
- Written = 50%

8.10.2 National Level

The competition will be in three parts:

- Written Examination = 25%
- Oral Examination = 25%
- Practical Examination = 50%

8.11 FOREIGN LANGUAGES COMPETITION

The competition welcomes entries in the following foreign languages:

- i. French
- ii. German
- iii. Japanese
- iv. Italian
- v. Spanish
- vi. Chinese

8.11.1 Waiters Competition

8.11.1.1 Regional Level

The competition will consist of serving a guest/guests in the foreign language entered as per the Menu that will be provided.

8.11.1.2 National Level

Same as Regional Level with an additional of handling guest complaints about service and giving recommendations.

8.11.1.3 Areas of evaluation

The following will be evaluated:

- a) Coherence and Fluency
- b) Vocabulary in the Food and service area
- c) Pronunciation and intonation
- d) Nonverbal reaction to guests orders and complaints



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8.11.2 RECEPTIONIST COMPETITION

The Competition will be in two parts: The preliminaries in the various regions will comprise of written and oral examination. The top three in the regional competition will then compete in the final which will be in 3 parts: Written, Oral and Practical/ Role play.

8.11.2.1 Regional Level

Written examination with focus in the language for hospitality -40%
Oral examination with focus in the language for hospitality- 60%

8.11.2.2 National Level

Written Examination with focus in the language for hospitality- 25%
Oral examination-25%
Case study/ Role play- 50%

8.11.2.3 Areas of evaluation

- a) Vocabulary for the Front desk
- b) Coherence and fluency
- c) Nonverbal reaction to guests requests
- d) Ability to handle guest complaints

8.11.3 SAFARI GUIDES

8.11.3.1 Regional Level

The competition will have one section where only an oral examination will be administered to the participants and will carry 100% marks.

8.11.3.2 National Level

The competition will have two sections which are:
Written examination- 40%
Oral/ Practical examination- 60%

8.11.3.3 Areas of Evaluation

- a) Pre-safari preparation (Safari briefing/ itineraries)
- b) Observation of Park rules and regulations
- c) Preparation of selected topics
- d) Handling guests complaints
- e) Nonverbal reactions to guest requests.



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9. PROCEDURE OF NOMINATION OF PARTICIPANTS

1. Tear-off the nomination form on page 15 of this booklet.
2. Fill in names of nominees.
3. Return the duly completed form by **31st January, 2018.**
Please enclose a non-refundable application fee of KShs.2,000/= for each candidate to be entered.

Cheques to be crossed and made payable to **KENYA UTALII COLLEGE.**

Incase of any enquiries, please feel free to contact us on:

*The Secretary,
Tourism Industry-KUC Liaison Committee,
P.O. Box 31052-00600
NAIROBI
Email: alumni@utalii.ac.ke
Tel: 020-8561201/2/7 Ext. 8478/8507
Fax: 020-8560514*

Attention: Dr. John Wandaka



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9.1 NOMINATION FORM

The Secretary
Tourism Industry-KUC Liaison Committee
P.O. Box 31052 – 00600
NAIROBI

Dear Sir,

RE: THE 22nd EDITION OF NATIONAL TOURISM COMPETITIONS

We have taken good note of the information contained herein and now wish to enter the following members of our staff for these competitions:-

NAME	CATEGORY OF COMPETITION	REGION
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Enclosed herewith find our Cheque No. _____ for KShs. _____ being application fees for the above named members of our staff. We understand that the application fee is KShs.2,000/= per candidate.

NAME

POSITION/DESIGNATION

.....
SIGNATURE & STAMP