



## Gateway to international careers in hospitality

**Our Vision:** To be a globally recognized and transformative premier tourism and hospitality training centre.

**Our Mission:** To develop highly qualified and globally competitive human resource for the hospitality and tourism industry by providing; quality tourism and hospitality education, purposeful research and Consultancy.

**Our Mandate:** To undertake hospitality and tourism training and capacity building for the tourism sector.

**Core Values:** 1. Integrity 2. Commitment 3. Leadership 4. Accountability 5. Diversity 6. Quality  
7. Professionalism

### SERVICE COMMITMENTS

SERVICES ON OFFER	CUSTOMER OBLIGATIONS	USER CHARGES KSH	TIMELINESS (RESPONSE)
<b>EDUCATION AND TRAINING</b>			
Full-time courses (diploma, certificate)	Applications	From 100,000	Response within 1 month of application
Short Courses	Applications	From 35,000	Response within 1 month of application
Management Development Programmes	Applications	Nil	Response within one month of application
Refresher courses	Applications (through employer)	Nil	Response within 1 month of application
Self-sponsored Full time courses (Certificate)	Applications	From 156,000	Response within 1 month of application
<b>RESEARCH AND CONSULTANCY SERVICES</b>			
Issues affecting the Hotel and Tourism Industry	Suggestions/requests/proposals	Nil	Varied
Consultancy Services	Requests and enquiries	Varied	Varied
<b>UTALII HOTEL</b>			
Conference	Enquiries and bookings	Varied	Quotation given within 1 hour of enquiry
Outside Catering	Enquiries and bookings	Varied	Quotation given within 1 day of enquiry
Laundry and Dry-cleaning services	Enquiries and bookings	Varied	Ready for collection after 3 days
Food and refreshments	Orders	Varied	Varied

### Commitment to courtesy and excellence in service delivery.

Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the Principal & CEO, Kenya Utalii College.

Main Campus (Thika Super Highway)  
P.O Box 31052-00600, Nairobi. Mobile: 0722 205891/2, 0733 410005.  
Down town Campus (Utalii House) Tel: 020 2180026.  
Mombasa Campus (Mombasa Trade Center): Tel: 020 2499248  
Kisumu Campus (Mega City): Tel: 0706 847278.

Email: [principal@utalii.ac.ke](mailto:principal@utalii.ac.ke), [info@utalii.ac.ke](mailto:info@utalii.ac.ke)  
Email: [towncampus@utalii.ac.ke](mailto:towncampus@utalii.ac.ke)  
Email: [mombasacampus@utalii.ac.ke](mailto:mombasacampus@utalii.ac.ke)  
Email: [kismcampus@utalii.ac.ke](mailto:kismcampus@utalii.ac.ke)

For any complaints please send an email to: [quality@utalii.ac.ke](mailto:quality@utalii.ac.ke) or [complains@ombudsman.go.ke](mailto:complains@ombudsman.go.ke)

### Utumishi na Ukariimu



ISO 9001:2015 Certified

