

REFRESHER COURSES

2018

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 North Coast	4
Courses to be held in Malindi.....	5
Courses to be held in South Coast.....	6
Courses to be held in Western.....	7
Courses to be held at KUC.....	8
Courses to be held in Mt. Kenya.....	9
Courses to be held in Nakuru.....	10
<u>COURSE DESCRIPTIONS:</u>	
□ Kitchen Courses:	
- Buffet Preparation & Presentation.....	11
- Saucier & Entremetier (Hot Kitchen).....	12
- Pastry and Bakery Techniques	13
- Food Safety Systems for Commercial Kitchens.....	14
- Mass Food Preparation & Presentation	15

KENYA UTALII COLLEGE, NAIROBI

- Bakery	16
❑ Housekeeping and Laundry Courses:	
- Housekeeping Techniques.....	17
- Housekeeping Supervision.....	18
- Laundry and Dry Cleaning Techniques	19
- Housekeeping and Laundry Techniques.....	20
❑ Food and Beverage Service Courses:	
- Food & Beverage Service Techniques.....	21
- Techniques in Food and Beverage Service Supervision.....	22
- Bar Keeping Techniques.....	23
- Barista (Coffee Making Techniques).....	24
- Banqueting and Events Supervision.....	25
❑ Front Office Courses:	
- Reception Techniques	26
- Guest Relations Techniques	27
❑ General Supervisory Skills Courses:	
- Supervisory Skills (Advanced Level)	28

KENYA UTALII COLLEGE, NAIROBI

□ Travel, Tourism and Tour Guiding Courses:	
- Tourism Sales and Marketing.....	29
- Community and Naturalist Guiding Techniques.....	30
□ Other Courses:	
- Customer Care	31
-Human Capital & Legal Aspects in the Hospitality Industry (Basic)....	32
- Communication Skills (Advanced Level)	33
-Entrepreneurship in the Hospitality & Tourism Industry.....	34
- Train the Trainer in the Hospitality Industry.....	35

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 2018 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 2018 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 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 and accommodation arrangements, since all courses are non-residential.

Application forms should be submitted by 12th January, 2018

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF KITCHEN COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 4 WEEKS

DATE	VENUE	COURSE TITLE
12 th March 2018 to 6 th April 2018	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
9 th April 2018 to 4 th May 2018	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
7 th May 2018 to 1 st June 2018	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
4 th June 2018 to 29 th June 2018	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 NORTH COAST

DURATION: 2 WEEKS

DATE	COURSE TITLE
12 th March 2018 to 23 rd March 2018	<ul style="list-style-type: none">• Techniques in Food and Beverage Service Supervision• Buffet Preparation and Presentation• Housekeeping and Laundry Techniques• Community and Naturalist guiding Techniques• Train the Trainer in the Hospitality Industry

***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
12 th March 2018 to 23 rd March 2018	<ul style="list-style-type: none">• Bar Keeping Techniques• Housekeeping Techniques• Guest Relations Techniques

***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
9 th April 2018 To 20 th April 2018	<ul style="list-style-type: none">• Banqueting and Events Supervision• Pastry and Bakery• Human Capital and Legal Aspects in the Hospitality Industry• Reception Techniques

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

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
9 th April 2018 to 20 th April 2018	<ul style="list-style-type: none">• Housekeeping & Laundry Techniques• Food and Beverage Service Techniques• Food Safety Systems for Commercial Kitchen

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

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SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 2 WEEKS

DATE	COURSE TITLE
23 rd April 2018 To 4 th May 2018	<ul style="list-style-type: none">• Techniques in Food and Beverage Service Supervision• Barista (Coffee Making Techniques)• Bar Keeping Techniques• Housekeeping Supervision• Laundry and Dry Cleaning Techniques• Guest Relations Techniques• Reception Techniques• Tourism Sales and Marketing• Human Capital & Legal Aspects in the Hospitality Industry• Supervisory Skills (Advanced Level)• Entrepreneurship in the Hospitality and Tourism Industry• Communication Skills (Advanced Level)• Train the Trainer in the Hospitality Industry• Food Safety Systems for Commercial Kitchen

***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
7 th May 2018 to 18 th May 2018	<ul style="list-style-type: none">• Housekeeping & Laundry Techniques• Food and Beverage Service Techniques• Customer Care

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

KENYA UTALII COLLEGE, NAIROBI

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
7 th May 2018 to 18 th May 2018	<ul style="list-style-type: none">• Entrepreneurship in the Hospitality and Tourism Industry• Food and Beverage Service Techniques• Saucier and Entremetier (Hot Kitchen)• Tourism Sales and Marketing

***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

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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 and a minimum of “O” Level standard of education.

2.3 Additional Requirements:

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

Number of expected participants: 20

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3. PASTRY AND BAKERY TECHNIQUES

3.1 Objectives:

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

- Prepare different types of breads.
- Prepare a simple cake, ice and decorate.
- Prepare different types of pastries.
- Produce and present various desserts.
- Plan and present a pastry buffet.

3.2 Target Group:

Pastry Cooks with a minimum of **two years** working experience and a minimum of “O” Level Standard of education

3.3 Additional Requirements:

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

Number of expected participants: 15

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4. FOOD SAFETY SYSTEMS FOR COMMERCIAL KITCHEN

4.1 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

4.2 Target Group:

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

4.3 Additional Requirements:

White dust coats & hair nets

Number of expected participants: 30

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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

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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

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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

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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

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10. HOUSEKEEPING & LAUNDRY TECHNIQUES

10.1 Objectives:

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

- Understand the role of housekeeping and laundry in hospitality operations and its contributions to the quality service
- Clean and maintain guestrooms using the correct and specified methods/procedures
- Apply correct customer care approach and develop proper interpersonal relations
- Apply correct methods and operational procedures in laundering and dry-cleaning
- Appreciate the basic principle of stain removal
- Distinguish the different textile fibres and fabrics and their maintenance methods
- Apply the correct preventive maintenance of machines and equipment.
- Apply and observe proper rules of hygiene and safety at work.
- Use the different cleaning Agent, equipment, following the right procedures.

10.2 Target Groups:

Guest Room and Laundry Attendants with a minimum of 'O' Level standard of education and at least **two years** working experience.

10.3 Additional Requirements:

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

Number of expected participants: 30

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11. FOOD AND BEVERAGE SERVICE TECHNIQUES

11.1 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.

11.2 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

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12. TECHNIQUES IN FOOD AND BEVERAGE SERVICE SUPERVISION

12.1 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.

12.2 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

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13. BAR KEEPING TECHNIQUES

13.1 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

13.2 Target Group:

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

Number of expected participants: 30

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14. BARRISTA (COFFEE MAKING TECHNIQUES)

14.1 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.

14.2 Target Group:

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

Number of expected participants: - 30

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15. BANQUETING AND EVENTS SUPERVISION

15.1 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.

15.2 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

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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

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17. GUEST RELATIONS TECHNIQUES

17.1 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.

17.2 Target Group:

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

Number of expected participants: 30

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18. SUPERVISORY SKILLS (ADVANCED LEVEL)

18.1 Objectives:

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

18.2 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

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19. TOURISM SALES AND MARKETING

19.1 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.

19.2 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

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20. **COMMUNITY AND NATURALIST GUIDING TECHNIQUES**

20.1 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

20.2 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: 30

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21. CUSTOMER CARE

21.1 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.

21.2 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

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

22.1 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.

22.2 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

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23. COMMUNICATION SKILLS (ADVANCED LEVEL)

23.1 Objectives:

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

- Utilize communication effectively with other organizational stakeholders.
- Develop a communications strategy with internal and external stakeholders.
- Utilize communication effectively in crisis/emergency situations.

23.2 Target Group:

This course is intended for Supervisors in the hospitality industry with Basic Level Communications Skills certificate from Kenya Utalii College.

Number of expected participants: 30

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24. ENTREPRENEURSHIP IN THE HOSPITALITY AND TOURISM INDUSTRY

24.1 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

24.2 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

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25. TRAIN THE TRAINER IN THE HOSPITALITY INDUSTRY

25.1 Objectives:

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

- Understand the role of training in the hospitality industry
- Effectively identify training needs from performance gaps
- train by use of various training approaches
- Attain their training objectives

25.2 Target Group:

Supervisors in all levels of operation with “O’ level standard of education. Participants must have minimum work experience of one year as a supervisor

Number of expected participants: 30