



# Kenya Utalii College

*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.

## SERVICE COMMITMENTS

SERVICES ON OFFER	CUSTOMER OBLIGATIONS	USER CHARGES KSH	TIMELINESS (RESPONSE)
<b>EDUCATION AND TRAINING</b>			
Full-time courses (diploma certificate)	Applications	73,450 – 84,450	Response within 1 month of application
Short Courses	Applications	30,000 -	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
Module II courses (degree)	Applications	12,000 per unit	Response within 1 month of application
Module II courses (diploma, certificate)	Applications	110,000 per year	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, Kenya Utalii College.*

#### Utumishi na Ukurimu

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Down town Campus (Utalii House) Tel: 020 2180026.

Email: [towncampus@utalii.co.ke](mailto:towncampus@utalii.co.ke)

Mombasa Campus (Southern House): Tel: 020 2499248, 0706115596.

Email: [mombasacampus@utalii.co.ke](mailto:mombasacampus@utalii.co.ke)

Kisumu Campus (Mega City): Tel: 0706847278.

Email: [ksmcampus@utalii.co.ke](mailto:ksmcampus@utalii.co.ke)

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