

**KENYA UTALII COLLEGE
NAIROBI, KENYA**

**YEAR 2018
MANAGEMENT DEVELOPMENT
PROGRAMMES**

INTRODUCTION

Kenya Utalii College is a Hotel and Tourism Training Institution established in 1975. The College's mission is to develop a highly qualified and globally competitive Human Resource for the Hospitality and Tourism Industry by providing; quality tourism and hospitality education, purposeful Research and Consultancy.

Over the years, the College has established itself as a centre of excellence in the field of Hospitality and Tourism training. The recent award of ISO 9001:2008 Quality Management Systems Certification on Education, Training, Research and Consultancy in Tourism and Hospitality, is an achievement that indicates the institution's effort in repositioning itself to continue setting the trend in training for the global Hospitality and Tourism. Besides its international recognition, the College is a member of the following organizations:

- United Nations World Tourism Organization (UNWTO)
- International Hotel and Restaurants Association (IH&RA)
- International Association of Hotel School Directors (EUHOFA)
- International Association of Scientific Experts in Tourism (AIEST)
- Council on Hotel, Restaurant and Institutional Education (CHRIE)
- American Hotel and Motel Association (AH&MA)
- Travel and Tourism Research Association (TTRA)
- World Association for Professional Training in Tourism (AMFORT/WAPTT)
- International Air Transport Association/United Federation of Travel Agents Association (IATA/UFTAA)
- International Fabricare Institute (IFI)
- Association of Hospitality and Tourism Schools in Africa (AHTSA)

MANAGEMENT DEVELOPMENT PROGRAMMES 2018

Kenya Utalii College offers a wide range of Management Development Programmes which vary from year to year according to industry needs. The five day modules are held at the College during the month of June while Customized In-House Programmes are held throughout the year on special arrangements.

In 2018, applicants will have a choice of one module from two modules offered concurrently in each week as shown in the schedule below:

**MANAGEMENT DEVELOPMENT PROGRAMMES: YEAR 2018
SCHEDULE**

DATE	PROGRAMME	PROGRAMME
4 th to 8 th June, 2018	Integrated Nutrition and Health Cuisine Practices for Commercial Kitchen	Key Strategies for Achieving Service Excellence in Accommodation Management
11 th to 15 th June, 2018	Addressing the Changing Demands in the Leisure Tourism and Hospitality	Upscaling Human Resources Function Delivery
18 th to 22 nd June, 2018	Technological Trends in Rooms Division Management and Control Systems	Hotel Security and Safety Management
25 th to 29 th June, 2018	Global Trends in Product Innovation, Diversification and Sustainability in the Tourism Industry	Creating Customer Service Excellence in Food and Beverage Management through Total Management Involvement (TMI)

PROGRAMME DESCRIPTIONS

1. INTEGRATED NUTRITION AND HEALTH CUISINE PRACTICES FOR COMMERCIAL KITCHEN

1.0 COURSE DESCRIPTION

This course provides participants with understanding of the nature, importance and significance of human nutrition and health eating in the hospitality industry. The course provides profound insight into the intricacies of human nutrition and health eating and their applications in the hotel culinary field

1.2 COURSE OBJECTIVES

Upon successful completion of the course, the student will be able to:-

- Outline the importance of human nutrition in the hospitality industry
- Describe the various types of nutrients
- Discuss the main factors concerning digestion and absorption
- Demonstrate the importance of metabolism
- Discuss the importance of cooking health food to customers

1.3 Discuss menu planning trends and health cuisine practices in the Kitchen

1.4 KEY FOCUS AREAS

- Human nutrition and its importance in menu planning
- Analysis of food nutrients.
- Food digestion, absorption and metabolism effects and healthy concerns
- Health cuisine versus health eating practices
- Health eating and its benefits
- Menu planning trends and health cuisine practices
- Recipe Modifications for Healthy concerns

1.5 TEACHING METHODOLOGY

Class discussions, case studies, presentations, direct and non-direct reading, and group sessions.

1.6 TARGET GROUP

Chefs, Sous Chefs, Food and Beverage Managers

2. KEY STRATEGIES FOR ACHIEVING SERVICE EXCELLENCE IN ACCOMMODATION MANAGEMENT

2.0 COURSE DESCRIPTION

Improving service levels is an ongoing process in hospitality operations. Customers are a major resource and nurturing them is a business strategy that underpins survival and future growth in this highly competitive hospitality industry. Successful hospitality operations are those that take responsibility for integrating customers into their operations and culture. This highly interactive customer service excellence training course draws upon the current industry trends to enable participants to fully understand what their customers need in order to create and provide the very best experience possible.

2.1 COURSE OBJECTIVE

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

- Understand how delivering excellence in customer service is a way of driving greater return on investment
- Understand and be able to articulate why accommodation processes and standards must be aligned around the customer to succeed
- Learn how improving customer service will improve the departments' performance and the customers' experience
- Learn how to maintain customer service performance and professionalism in their organization
- Understand how to develop and improve the service standards

2.2 FOCUS AREAS

- Importance of customer service excellence in accommodation facilities
- Establishing a culture of service excellence
- Developing a service excellence strategy in accommodation

- Establishing standards of performance
- Service excellence and innovation trends in accommodation

2.3 METHODOLOGY:

This course is designed to be highly interactive, challenging and stimulating. Participants will learn by a combination of active participation, discussions, individual and group work and presentations, exercises, training videos and power point presentations.

2.4 TARGET GROUP

The programme is designed for Executive Housekeepers, Deputy Executive Housekeepers, Front Office Managers, Front of House Managers, Resident Managers, and Operations Managers.

3. ADDRESSING THE CHANGING DEMANDS IN THE LEISURE TOURISM AND HOSPITALITY

3.0 COURSE DESCRIPTION:

Tourism is a very dynamic industry with a high pace and constantly changing trends. These trends include changes in the type of consumer profiles resulting in a new type of consumer called a new tourist.

This course is therefore designed to align managers' in the Leisure Tourism and Hospitality Industry with the changing demands in the industry.

3.1 COURSE OBJECTIVES:

- To create awareness on the increased demand for leisure in hospitality
- To innovate ways of gaining guest satisfaction through diversifications of facilities
- To create awareness of the changing demands by clientele in the industry
- Address the needs created by modern technology in tourism and hospitality

3.2 KEY FOCUS AREAS:

- Dealing with the new clients: Millennial guest and staff
- Profiling the guest: satisfying varied needs
- Accommodating unusual customers
- Health and Safety in Hospitality and Tourism

3.3 TEACHING METHODOLOGY

Several teaching methods will be used among them being group discussion, lectures and sharing of experience among participants.

3.4 TARGET GROUP:

Managers in hospitality and tourism

4. UPSCALING HUMAN AND SAFETY MANAGEMENT

4.0 COURSE DESCRIPTION

The Human Resource Function is currently viewed as strategic player in organization's performance. HR professionals with the relevant qualifications, attitudes and mindsets are plenty but the biggest challenge is how organizations utilize their HR function and misalignment over deliverables of the HR function. A part from organizations not being clear on the deliverables of Human Resource Function, there is also the question of the mindset and attitude by the top corporate leadership towards the HR Function. Despite all these, organizations look up the Human Resource Function for staff productivity, talent retention, high staff engagement levels, reduced staff cost among others. These expectations cannot be met unless, Human function designs strategies, systems and processes aimed at upscaling their delivery hence the need for this training.

4.1 OBJECTIVES

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

- Apply the skills acquired to critically review the Human Resource system and capacity of the human resource function
- Align the human resource function with overall corporate objectives

4.2 KEY BENEFITS

This exciting program will:

- Allow participants to explore a complete ideal Human Resource Function model
- Equip participants with knowledge and skills of reengineering the human resource function in order to meet stake holders expectations

4.3 KEY FOCUS AREAS

The course will focus on

- Mapping stakeholders expectation
- Human Resource function deliverables
- Human Resource Department as center of excellence
- Steps to driving Human Resource value
- Critical pillars for Human Resource delivery
- Competences for an effective Human Resource
- Agility and 21st Human Resource Manager

4.4 TARGET GROUP

- Human Resource practitioners
- Heads of Department (Line Management)
- Other Senior Management personnel

5. TECHNOLOGICAL TRENDS IN ROOMS DIVISION MANAGEMENT AND CONTROL SYSTEMS

5.0 COURSE DESCRIPTION

This course examines the technology use in both the Room Division management and the control systems employed by different hotels. To be current the hotels have to adopt the current trendy issues e.g. in Guest check in, security, controls and other aspects of technology for effective and efficient rooms division management.

Technology may be employed in different areas; security, safety, operational and also in control of the Rooms Division management, to impact on the whole hotel performance.

5.1 COURSE OBJECTIVES

The participants will explore and share different ways; technology is being used in their different units in realizing the benefits of the Rooms division as a sub- set of the bigger set -the hotel.

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

- Understand the management control systems in Rooms division Advantage
- Appreciate the use of technology in security and in Rooms division
- Recognizes the technological integrations functions between the front office and the housekeeping department
- Implement occupational health, safety and welfare practices and procedures in rooms division
- Prescribe security measures commonly in applications in hotels

5.2 FOCUS AREAS

- Technology in Rooms Division management.
- Supervision in Rooms Division.
- Occupational Health Safety and Welfare.
- ICT in Safety and Security Systems.
- Accident Safety Prevention.
- Front Office and Housekeeping Controls.

5.4 TEACHING METHODOLOGY

- Lectures, Discussions, Focus Groups, Participants Presentation and Case Studies

5.3 TARGET GROUP

- Rooms Division Managers/Front Office Managers,
- Revenue Controllers/Operational Managers/Hotel ICT Personnel.

6. HOTEL SECURITY AND SAFETY MANAGEMENT

6.0 COURSE DESCRIPTION

Hotels have become increasingly vulnerable hence the need for them to adjust their focus on keeping the threat of Terrorism and Hotel Crime at bay by equipping their Hotel Managers with Modern Hotel Security Management, Counter Terrorism and Disaster Preparedness Security Skills.

This Security Management Course will address key Hotel Security & Counter Terrorism issues through a number of case studies, presentations and panel discussions. This workshop will provide Hotel Managers with the ideal platform to update their knowledge on how best to mitigate and prevent Terror Attacks, and offer managers the opportunity to share information and strategies with Hotel Industry peers and relevant bodies, in a discrete setting.

6.1 COURSE OBJECTIVE

By the end of the Course, Hotel Managers will be able to understand Modern Hotel Security & Terrorism as a Global Threat and develop effective Hotel Counter Terrorism Measures as well as align Security with Hotel Business.

6.2 FOCUS AREAS

- Developing a hotel Security Manual
- Managing the Security Function in your Hotel
- Effective Hotel Security Plans
- Effective Hotel Investigations
- Hotel Safety Guidelines
- Understanding the Terrorism Attack Cycle in the Hotel Industry
- Effective Counter Terrorism Security Measures in Kenyan Hospitality Industry
- Managing Terrorism Situations, Active Shooter, Suicide Bombers, and Profiling Suspicious Characters &
- Introduction to Improvised Explosive Devices in the hotel industry
- Radicalization and De-radicalization. How do Hotels Manager Manage this Threat?
- Hotel Background Checks and Screening
- Emergency Preparedness and Performing Hotel Drills

6.3 TEACHING METHODOLOGY

Several teaching methods will be used among them being group discussion, lectures and sharing of experience among participants.

6.4 TARGET GROUP

Managers in the Hospitality and Tourism Industry and Chief Security Officers (Chief Security Officers only).

7. GLOBAL TRENDS IN PRODUCT INNOVATION, DIVERSIFICATION AND SUSTAINABILITY IN THE TOURISM INDUSTRY

7.0 COURSE DESCRIPTION

Due to political, economic, technological and informational advancement, the world is increasingly borderless and interdependent. Any occurrence anywhere in the world would in one way or the other exert an impact elsewhere.

This course is therefore designed to equip Managers in the hospitality and tourism industry with global issues that have become increasingly necessary for navigating the borderless and interdependent global business scene.

7.1 COURSE OBJECTIVES

By the end of the training, the participants will be expected to:

- Appreciate the effect of globalization to the tourism industry in Kenya and the world
- Discuss innovation methods, challenges, trends and issues that Kenya as a destination needs to manage.
- Examine the importance of green tourism as a concept of sustainable in Kenya.

7.2 COURSE FOCUS

This program will focus the following areas but not limited.

- Globalization in the tourism industry
- Green tourism
- Cultural tourism
- Tourism product development
- Tourism product diversification

7.3 TEACHING METHODOLOGY

Several teaching methods will be used among them being group discussion, lectures and sharing of experience among participants

7.3 TARGET GROUP

Managers in Hospitality Industry and Travel and Tour Companies.

8. CREATING CUSTOMER SERVICE EXCELLENCE IN FOOD & BEVERAGE MANAGEMENT THROUGH ‘TOTAL MANAGER INVOLVEMENT’ (TMI)

8.0 COURSE DESCRIPTION:

Great customer service excellence is a daily responsibility by the management that leads to winning and keeping customers for sustainable operations. Customer service excellence will give the business competitive advantage if it needs to survive in the tough and increasingly uncertain business climate. In today’s customer-oriented business environment, “people skills” are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team’s and hotel’s performance.

The course is therefore designed to enable the participants to acquire necessary competences in customer service excellence through TMI by reinforcing the skills and training of staff to meet daily financial and service targets.

8.1 COURSE OBJECTIVES

At the end the course the participants should be able to;

- Identify excellent people’s skills – talents management
- Create and empower self-managed work teams
- Increase the customer repeat patronage, through great customer service excellence
- Create a competitive advantage through consistence excellent customer service
- Improve the organizational reputation and goodwill

8.2 KEY FOCUS AREAS

- Customers’ top expectations to save time and reduce stressful situations by creating positive vibes
- Identification and retaining exceptional talents in today’s fast-paced

food service industry

- Creating customer service excellence and safeguarding of daily revenue.
- Developing the right customer service excellence strategic plans
- Mechanisms to recognize the signals of customer irritation
- Increasing customer's credibility and repeat-patronage intentions

8.3 TARGET GROUP

- Hotel Managers
- Operations Managers
- Food and Beverage Managers
- Food and Beverage Product Development Managers

PROGRAMME COSTS

1. ACCOMODATION

Participants are advised to make their own accommodation arrangements.

2. INTERNATIONAL PARTICIPANTS

The cost for tuition will be as follows:-

One Programme	US\$530.00
Two Programmes	US\$1030.00
Three Programmes	US\$1500.00
Four Programmes	US\$2030.00

These costs include the Programme fee, Programme materials, lunch, mid-morning tea and afternoon tea.

3. KENYAN PARTICIPANTS

Non-levy paying establishments will be charged a non-resident fee of Kshs.18,000/ per module.

4. TAXATION

All charges are exclusive of 16% VAT.

5. APPLICATION PROCEDURES

The application procedure begins with the completion of the enclosed application form. Companies sending more than one employee may make photocopies of the application form to facilitate individual employee application.

Application forms should be submitted by 30th April, 2018

6. DEPOSIT

International participants will remit a deposit of US\$ 205 to confirm participation. This amount is deductible from the programme fee. The deposit should be received by **25th May 2018**. Bank draft should be payable to **KENYA UTALII COLLEGE**.

7. CANCELLATION

If a potential participant is not able to attend the programme(s), a refund of the deposit less a cancellation fee will be made as detailed below:-

	<u>International Participants</u>
60 or more days before programme date	US\$ 25.00
30 to 59 days before programme date	US\$ 85.00
15 to 29 days before programme date	US\$ 175.00
Less than 15 days before programme date	No refund

GENERAL INFORMATION

Location

Kenya Utalii College is located approximately 8 km from Nairobi's city centre, off Thika Super Highway. The College is about 40 minutes drive from the Jomo Kenyatta International Airport and 15 minutes drive from the City Centre. Taxis are readily available at the Airport.

Weather

Although the long rains extend into the month of June, the climate is relatively warm. However, carry some warm clothing in the event of a chilly night. Average temperatures during this period are about 21°C.

OUTREACH PROGRAMMES

The College also offers standard and customized outreach programmes anywhere on the continent. Information on these programmes is available from the College on request.

For more information contact:

The Head of Admissions and Industrial Training

Kenya Utalii College

P.O. Box 31052, NGARA-00600, NAIROBI, KENYA

Tel: 0722 205492, 0722 205891/2, 0733 600584, 0733 410005,
020 2686997, 020 2683735, 020 2458627,

Email: industrialtraining@utalii.ac.ke

Website: www.utalii.co.ke