

# **REFRESHER COURSES**

**2024**

# KENYA UTALII COLLEGE, NAIROBI

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# **KENYA UTALII COLLEGE, NAIROBI**

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## **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 2024 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 2024 Courses will be conducted at Kenya Utalii College - Nairobi, Western/Kisumu, Region – South Coast, Mt. Kenya, Central/North Rift Mara Region/North coast, Malindi/Watamu 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

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## **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 **Mass Food Preparation and presentation** and **Bakery** 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 12<sup>th</sup> January, 2024**

# KENYA UTALII COLLEGE, NAIROBI

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## 1. SCHEDULE OF KITCHEN COURSES TO BE HELD AT KENYA UTALII COLLEGE

**DURATION: 4 WEEKS**

<b>DATE</b>	<b>VENUE</b>	<b>COURSE TITLE</b>
18 <sup>th</sup> March 2024 to 12 <sup>th</sup> April 2024	KUC	<ul style="list-style-type: none"><li>• Mass Food Preparation and Service Skills</li><li>• Bakery</li></ul>
15 <sup>th</sup> April 2024 to 10 <sup>th</sup> May 2024	KUC	<ul style="list-style-type: none"><li>• Mass Food Preparation and Service Skills</li><li>• Bakery</li></ul>
13 <sup>th</sup> May 2024 to 7 <sup>th</sup> June 2024	KUC	<ul style="list-style-type: none"><li>• Mass Food Preparation and Service Skills</li><li>• Bakery</li></ul>
10 <sup>th</sup> June 2024 to 5 <sup>th</sup> July 2024	KUC	<ul style="list-style-type: none"><li>• Mass Food Preparation and Service Skills</li><li>• Bakery</li></ul>

**\*The above courses are residential.**

# KENYA UTALII COLLEGE, NAIROBI

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## 2. SCHEDULE OF REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
18 <sup>th</sup> March 2024 to 28 <sup>th</sup> March 2024	<ul style="list-style-type: none"><li>• Techniques in Food &amp; Beverage Service Supervision</li><li>• Food &amp; Beverage Service Techniques</li><li>• Banqueting and Events Supervision Techniques</li><li>• Guest Relations Techniques</li><li>• Food and Beverage Control</li><li>• Housekeeping Supervision</li><li>• Laundry and Dry Cleaning Supervision</li><li>• Tourism Sales and Marketing</li><li>• Tour Operations Techniques</li><li>• Environmental Issues in tourism and Hospitality</li><li>• Supervisory Skills (Advanced Level)</li><li>• Maintenance Supervision Techniques</li><li>• Hotel Accounting Techniques (Basic Level)</li><li>• Train the Trainer in the Hospitality Industry</li><li>• Food Safety and Hygiene Practices</li></ul>

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



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## **3. SCHEDULE OF REFRESHER COURSES TO BE HELD IN WESTERN/KISUMU REGION**

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
8 <sup>th</sup> April, 2024 to 19 <sup>th</sup> April, 2024	<ul style="list-style-type: none"><li>• Food and Beverage Service Techniques</li><li>• Tourism Sales and Marketing</li><li>• Kenyan Cuisine Preparation and Presentation Techniques</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 4. SCHEDULE OF REFRESHER COURSES TO BE HELD IN SOUTH COAST REGION

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
8 <sup>th</sup> April 2024 to 19 <sup>th</sup> April 2024	<ul style="list-style-type: none"><li>• Driver Guiding Techniques</li><li>• Supervisory Techniques (Basic)</li><li>• Bar Keeping Techniques</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 5. SCHEDULE OF REFRESHER COURSES TO BE HELD IN MT. KENYA REGION

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
22 <sup>nd</sup> April 2024 to 3 <sup>rd</sup> May 2024	<ul style="list-style-type: none"><li>• Food and Beverage Control</li><li>• Communication Skills (Basic Level)</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 6. SCHEDULE OF REFRESHER COURSES TO BE HELD IN NAKURU/CENTRAL/NORTH RIFT/MARA REGION

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
22 <sup>nd</sup> April 2024 to 3 <sup>rd</sup> May, 2024	<ul style="list-style-type: none"><li>• Food and Beverage Service Techniques</li><li>• Laundry and Dry Cleaning Technique</li><li>• Customer Care</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 7. SCHEDULE OF REFRESHER COURSES TO BE HELD IN NORTH COAST REGION

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
6 <sup>th</sup> May 2024 to 17 <sup>th</sup> May 2024	<ul style="list-style-type: none"><li>• Housekeeping Techniques</li><li>• Guest Relations Techniques</li><li>• Kenyan Cuisine Preparation and Presentation Techniques</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 8. SCHEDULE OF REFRESHER COURSES TO BE HELD IN MALINDI/WATAMU REGION

**DURATION: 2 WEEKS**

<b>DATE</b>	<b>COURSE TITLE</b>
6 <sup>th</sup> May 2024  to  17 <sup>th</sup> May 2024	<ul style="list-style-type: none"><li>• Food and beverage Service Techniques</li><li>• Health Cuisine and Fine Dining</li></ul>

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

# KENYA UTALII COLLEGE, NAIROBI

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## 1. **FOOD SAFETY AND HYGIENE PRACTICES**

### 1.1 **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

### 1.2 **Target Group:**

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

### 1.3 **Additional Requirements:**

White dust coats & hair nets

**Number of expected participants: 30**

# KENYA UTALII COLLEGE, NAIROBI

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## 2. HEALTH CUISINE AND FINE DINING

### 2.1 Objectives:

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

- \_ Outline the importance of health cooking in relation to food availability
- Describe the various cooking options for health concerns
- Discuss menu planning trends and health cuisine practices in the kitchen
- Prepare and present health dishes for health concerns

### 2.2 Target Group:

Sous Chefs, Chef de Parties, and Senior Cooks.

**Number of expected participants: 30**



# **KENYA UTALII COLLEGE, NAIROBI**

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## **3. KENYAN CUISINE PREPARATION AND PRESENTATION**

### **3.1 Objectives:**

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

- Analyse varieties of Kenyan Traditional Cuisine
- Be familiar with culture and commodities used by different ethnic groups in Kenya
- Be Innovative in implementation of Kenyan traditional dining experience
- Prepare and critically assess products in terms of design, colour, flavour and portion control

### **3.2 Target Group:**

Sous Chefs, Chef de parties, senior cooks, Cooks

### **3.3 Additional requirements:**

Full Professional Chef's uniform, set of kitchen knives, writing materials

**Number of expected participants: 30**

# KENYA UTALII COLLEGE, NAIROBI

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## 4. MASS FOOD PREPARATION AND SERVICE SKILLS

### 4.1 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.

### 4.2 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.

### 4.3 Additional Requirements:

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

**Number of expected participants: 15**

# KENYA UTALII COLLEGE, NAIROBI

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## 5. BAKERY

### 5.1 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.

### 5.2 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.

### 5.3 Additional Requirements:

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

**Number of expected participants: 6**

# KENYA UTALII COLLEGE, NAIROBI

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## 6. HOUSEKEEPING TECHNIQUES

### 6.1 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.
- Understand the importance of decorations.

### 6.2 Target Group:

Guest Room Attendants with a minimum of **two years** working experience. They must be of 'O' Level standard of education.

### 6.3 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

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## 7. HOUSEKEEPING SUPERVISION

### 7.1 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.

### 7.2 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

### 7.3 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**

# KENYA UTALII COLLEGE, NAIROBI

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## 8. LAUNDRY AND DRY CLEANING TECHNIQUES

### 8.1 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.

### 8.2 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**

## **9 LAUNDRY AND DRY-CLEANING SUPERVISION**

### **9.1 Objectives**

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

- Appreciate the role of the laundry supervisor
- Appreciate the importance of On-the Premises Laundry
- Identify the Challenges of a cleaning plant supervisor
- Formulate laundry plant standard operating procedures
- Inspect of cleaned and finished work.
- Conduct On-the Job Training.
- Apply the Principles of Supervision
- Execute Linen Control Procedures

### **9.2 Target group:**

Laundry & Dry- Cleaning Supervisors

### **9.3 Additional Requirements:**

The aim of this course is to equip the participants with the basic knowledge, skills and attitude necessary for laundering and dry-cleaning supervision. It also enables them to attain professionalism in their daily supervision.

**Number of expected participants: 30**

# KENYA UTALII COLLEGE, NAIROBI

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## 10. FOOD AND BEVERAGE SERVICE TECHNIQUES

### 10.1 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.

### 10.2 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**



# KENYA UTALII COLLEGE, NAIROBI

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## 11. TECHNIQUES IN FOOD AND BEVERAGE SERVICE SUPERVISION

### 11.1 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.

### 11.2 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**

# KENYA UTALII COLLEGE, NAIROBI

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## 12. BAR KEEPING TECHNIQUES

### 12.1 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

### 12.2 Target Group:

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

**Number of expected participants: 30**

# KENYA UTALII COLLEGE, NAIROBI

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## 13. BANQUETING AND EVENTS SUPERVISION

### 13.1 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.

### 13.2 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**

# KENYA UTALII COLLEGE, NAIROBI

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## 14. GUEST RELATIONS TECHNIQUES

### 14.1 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.

### 14.2 Target Group:

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

**Number of expected participants: 30**

# KENYA UTALII COLLEGE, NAIROBI

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## 15. RECEPTION TECHNIQUES

### 15.1 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.

### 15.2 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**

# KENYA UTALII COLLEGE, NAIROBI

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## **16. SUPERVISORY SKILLS (ADVANCED LEVEL)**

### **16.1 Objectives:**

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

### **16.2 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**

# KENYA UTALII COLLEGE, NAIROBI

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## 17. SUPERVISORY SKILLS (BASIC LEVEL)

### 17.1 Objectives:

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

- Develop the skills necessary for first line supervisors to be effective as leaders.
- Develop a profile of the factors that influence employee performance.
- Manage their time and their subordinates' time effectively.

### 17.2 Target Group:

The course is intended for employees of the Hotel and Tourism industry who occupy supervisory positions. They must also have at least **two years** working experience in the said position.

**Number of expected participants: 20**

# KENYA UTALII COLLEGE, NAIROBI

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## 18. TOURISM SALES AND MARKETING

### 18.1 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.

### 18.2 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**



# KENYA UTALII COLLEGE, NAIROBI

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## 19. DRIVER GUIDING TECHNIQUES (BASIC LEVEL)

### 19.1 Objectives:

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

- Explore the linguistic and cultural systems of East Africa.
- Identify the common wildlife of East Africa.
- Recognize the touristic circuits and features of interest for tourists in Kenya.
- Apply Driver Guiding skills

### 19.2 Target Groups:

Tour Company Driver Guides, Lodge Driver Guides and Naturalist. They must have worked in the Tourism Industry for at least **two years**

### 19.3 Additional Requirements:

They must have a valid driving and Public Service Vehicle Licence.

**Number of expected participants: 30**

# **KENYA UTALII COLLEGE, NAIROBI**

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## **20. ENVIRONMENTAL ISSUES FOR THE HOSPITALITY INDUSTRY**

### **20.1 Objectives:**

By the end of the course, the participants should be able to:-

- Recognize environmental impacts resulting from the Hospitality and Tourism Industry activities.
- Outline the major environmental initiatives in Hospitality and Tourism Industry.
- Institute an Environmental Management System for the Hospitality and Tourism Industry.
- Appreciate the benefits of managing hotel operations with minimum environmental impacts.

### **20.2 Target Groups:**

Personnel in relevant operational areas.

**Number of expected participants: 30**

# **KENYA UTALII COLLEGE, NAIROBI**

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## **21. TOUR OPERATIONS TECHNIQUES**

The aim of the course is to apply best practices in Tour Operations.

### **21.1 Objectives:**

By the end of the course, the participants should be able:

- Explain the role of Tour Operators within the Tourism Industry,
- Design various types of tours by incorporating key elements,
- Cost, price and sell various tour products,
- Make reservations for all the elements required in the tour
- Handle clients in the destination using the best practices.

### **21.2 Target Groups:**

Tour Officers, Tour Consultants and all those who make any tour arrangements for clients with minimum of two years working experience and a minimum of “O” level standard of education.

**Number of expected participants: 20**

Employees in the Tourism Industry

# KENYA UTALII COLLEGE, NAIROBI

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## 22. CUSTOMER CARE

### 22.1 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.

### 22.2 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**

# **KENYA UTALII COLLEGE, NAIROBI**

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## **23. TRAIN THE TRAINER IN THE HOSPITALITY INDUSTRY**

### **23.1 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

### **23.2 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**

# KENYA UTALII COLLEGE, NAIROBI

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## 24. HOTEL ACCOUNTING TECHNIQUES (BASIC LEVEL)

### 24.1 Objectives:

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

- Generate, use, and interpret financial statements
- Appreciate the various pricing and costing strategies for hotels, restaurants and lodges, -----
- prepare budgets as prepare bank reconciliation statement

### 24.2 Target Group:

Middle level and Senior Accounts/Finance Clerks. Clerical staffs in other departments who by the nature of their work generate or use financial reports and Supervisors to whom reports with financial implications are made. They must have a minimum of **two years** relevant experience.

**Number of expected participants: 30**

## 25. MAINTENANCE SUPERVISION TECHNIQUES

### 25.1 Objectives:

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

- Recognise the responsibilities of the maintenance department in the hospitality industry
- Understand the relationship between maintenance and profitability in the hospitality industry
- Understand the reason for and nature of maintenance work
- Organize and document procedures in maintenance
- Improve their effectiveness in leadership
- Appreciate the new employment law.

### 25.2 Target Group:

Maintenance Technicians with supervisory responsibilities. In addition, participants must have a Technical background in Electrical, Mechanical or Motor Vehicle repairs, “O” Level standards of education and at least two years working experience.

**Number of expected participants: 30**

## 26. FOOD AND BEVERAGE CONTROL

### 26.1 Objectives:

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

- Define control; explain its importance and the characteristics of an effective control system.
- Implement the basic systems and procedures required in the operations control cycle.

### 26.2 Target Group:

Employees with a minimum of **two years** working experience in the Food and Beverage Control department and Supervisors with some basic experience in Food and Beverage control.

Participants must have 'O' Level standard of Education.

**Number of expected participants: 20**



# KENYA UTALII COLLEGE, NAIROBI

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## 27. COMMUNICATION SKILLS (BASIC LEVEL)

### 27.1 Objectives:

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

- Understand the phenomenon of communication and develop valuable skills of compiling documents which facilitate internal and external communication.

### 27.2 Target Group:

This course is intended for Supervisors in the hospitality industry with “O” Level standard of Education. They must also have minimum work experience of **two years**.

**Number of expected participants: 30**

