

REFRESHER COURSES

2025

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 2025 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 2025 Courses will be conducted at Kenya Utalii College - Nairobi Region, South Coast, Central Rift/Mara, North coast 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.

Deputy Director Admissions, Placement and Industry Liaison

Kenya Utalii College

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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 14th January, 2025.

KENYA UTALII COLLEGE, NAIROBI

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

DURATION: 4 WEEKS

DATE	VENUE	COURSE TITLE
24 th March 2025 to 18 th April 2025	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
21 st April 2025 to 16 th May 2025	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
19 th May 2025 to 13 th June 2025	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
16 th June 2025 To 11 th July 2025	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery

***The above courses are residential.**

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
24 th March, 2025 To 4 th April, 2025	<ul style="list-style-type: none">• Guest Relations Techniques• Front Office Supervision• Food & Beverage Control Techniques• Customer Care• Communication Skills – Basic Level• Supervisory Skills – Advanced Level• Hotel Accounting Techniques – Basic Level• Housekeeping Techniques• Laundry and Dry-cleaning Supervision• Tourism Sales and Marketing• Tour Operations Techniques• Driver Guiding Techniques• Food and Beverage Service Techniques• Food and Beverage Service Supervision• Bar Keeping Techniques

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

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
7 th April, 2025 To 18 th April, 2025	<ul style="list-style-type: none">• Reception Techniques• Laundry & Dry cleaning Techniques• Banqueting & Events Techniques• Buffet Preparation and Presentation Techniques

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

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4. SCHEDULE OF REFRESHER COURSES TO BE HELD IN CENTRAL/NORTH RIFT/ MARA REGION

DURATION: 2 WEEKS

DATE	COURSE TITLE
22 nd April, 2025 To 3 rd May, 2025	<ul style="list-style-type: none">• Guest Relations Techniques• Housekeeping Techniques• Banqueting & Events Techniques• Saucier & Entremetier Preparation and Presentation Techniques• Supervisory Skills – Basic level

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

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
5 th May, 2025 To 16 th May, 2025	<ul style="list-style-type: none">• Guest Relations Techniques• Housekeeping Techniques• Food and Beverage Service Techniques• Cake Making and Decoration

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

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1. MASS FOOD PREPARATION AND PRESENTATION

1.1 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.

1.2 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.

1.3 Additional Requirements:

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

Number of expected participants: 20

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2. BAKERY

2.1 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.

2.2 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.

2.3 Additional Requirements:

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

Number of expected participants: 15

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3. HOUSEKEEPING TECHNIQUES

3.1 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.

3.2 Target Group:

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

3.3 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

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4. HOUSEKEEPING SUPERVISION

4.1 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.

4.2 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

4.3 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

5. LAUNDRY AND DRY CLEANING TECHNIQUES

5.1 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.

5.2 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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6. LAUNDRY AND DRY-CLEANING SUPERVISION

6.1 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

6.2 Target group:

Laundry & Dry- Cleaning Supervisors

6.3 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

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7. FOOD AND BEVERAGE SERVICE TECHNIQUES

7.1 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.

7.2 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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8. TECHNIQUES IN FOOD AND BEVERAGE SERVICE SUPERVISION

8.1 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.

8.2 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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9. BAR KEEPING TECHNIQUES

9.1 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

9.2 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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10. BANQUETING AND EVENTS TECHNIQUES

10.1 Objectives:

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

- Explain the role and organization of banqueting department.
- Prepare and set up various banquets and events.
- Apply Professional skills in service of food and beverage for various types of banquets.
- Explain food and beverage products featured in banquets and events.
- Handle guest complaints in banquets and events.

10.2 Target Group:

Banquet Waiters, Captains and Banquet Coordinators 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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11. GUEST RELATIONS TECHNIQUES

11.1 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.

11.2 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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12. FRONT OFFICE SUPERVISION

12.1 Objectives:

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

- Appreciate the Role and Importance of Front Office.
- Identify the global customers' values, attributes and their loyalties.
- Identify leadership skills to motivate and guide staff.
- Handle various situations that arise with the guests and problem solving.
- Provide excellent customer service skills.
- Practice supervisory skills

12.2 Target Group:

- Head Receptionists, Shift Leaders, Reservationists, Night Auditors and Revenue Controllers.

Number of expected participants: 40

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13. RECEPTION TECHNIQUES

13.1 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.

13.2 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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14. SUPERVISORY SKILLS (ADVANCED LEVEL)

14.1 Objectives:

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

14.2 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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15. SUPERVISORY SKILLS (BASIC LEVEL)

15.1 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.

15.2 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

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16. TOURISM SALES AND MARKETING

16.1 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.

16.2 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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17. DRIVER GUIDING TECHNIQUES (BASIC LEVEL)

17.1 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

17.2 Target Groups:

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

17.3 Additional Requirements:

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

Number of expected participants: 30

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18. TOUR OPERATIONS TECHNIQUES

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

18.1 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.

18.2 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

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19. CUSTOMER CARE

19.1 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.

19.2 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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20. HOTEL ACCOUNTING TECHNIQUES (BASIC LEVEL)

20.1 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
- Prepare bank reconciliation statement

20.2 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

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21. FOOD AND BEVERAGE CONTROL TECHNIQUES

21.1 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.

21.2 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

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22. COMMUNICATION SKILLS (BASIC LEVEL)

22.1 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.

22.2 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