

REFRESHER COURSES

2017

KENYA UTALII COLLEGE, NAIROBI

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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 2017 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 2017 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 13th January, 2017

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF KITCHEN COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 4 WEEKS

DATE	VENUE	COURSE TITLE
13 th March 2017 to 7 th April 2017	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
10 th April 2017 to 5 th May 2017	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
8 th May 2017 to 2 nd June 2017	KUC	<ul style="list-style-type: none">• Mass Food Preparation and Presentation• Bakery
5 th June 2017 to 30 th June 2017	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
13 th March 2017 to 24 th March 2017	<ul style="list-style-type: none">• Banqueting and Events Supervision• Saucier Entremetier (Hot Kitchen)• Housekeeping and Laundry Techniques• Reception Techniques• Tourism Sales and Marketing

***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
13 th March 2017 to 24 th March 2017	<ul style="list-style-type: none">• Food and Beverage Service Techniques• Food and Beverage Control

***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
27 th March 2017 To 7 th April 2017	<ul style="list-style-type: none">• Techniques in Food and Beverage Service Supervision• Cake Making and Decoration• Housekeeping Techniques• Leisure Health and Recreation (Basic Level)

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

KENYA UTALII COLLEGE, NAIROBI

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
27 th March 2017 to 7 th April 2017	<ul style="list-style-type: none">• Food and Beverage Service Techniques• Guest Relations Techniques• Community and Naturalist Guiding Techniques

***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
24 th April 2017 To 5 th May 2017	<ul style="list-style-type: none">• Food and Beverage Service Techniques• Barista (Coffee Making Techniques)• Bar Keeping Techniques• Housekeeping Techniques• Housekeeping Supervision• Laundry and Dry Cleaning Techniques• Guest Relations Techniques• Reception Techniques• Food and Beverage Control• Environmental Issues for the Hospitality Industry• Hotel Accounting Techniques (Basic Level)• Supervisory Skills (Basic Level)• Communication Skills (Basic Level)• Customer Care

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

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SCHEDULE OF REFRESHER COURSES TO BE HELD IN NORTHERN/ MT. KENYA REGION

DURATION: 2 WEEKS

DATE	COURSE TITLE
24 th April 2017 to 5 th May 2017	<ul style="list-style-type: none">• Food and Beverage Service Techniques• Pastry and Bakery Techniques• Bar Keeping Techniques

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

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

DURATION: 2 WEEKS

DATE	COURSE TITLE
8th May 2017 to 19th May 2017	<ul style="list-style-type: none">• Housekeeping and Laundry Techniques• Buffet Preparation and Presentation• Communication Skills (Basic Level)• Front Office Cashiering Techniques

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

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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. CAKE MAKING AND DECORATION

4.1 Objectives:

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

- Ice and decorate a cake.
- Design cake shapes and decorating patterns.
- Mix basic food colours and use them correctly.

4.2 Target Group:

Participants must be currently working in the pastry section of well-established large hotel kitchens and must have been holding the position of Pastry Chef for not less than **two years**. They must at least be holders of “O” Level certificate.

4.3 Additional Requirements:

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

Number of expected participants: 15

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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

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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. FRONT OFFICE CASHIERING TECHNIQUES

18.1 Objectives

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

- Exhibit appropriate Front Office behaviour
- Effectively handle guests' complaints
- Accurately maintain and settle guest bills
- Apply appropriate procedures while providing sundry cashiering services
- Apply procedures of handling hotel credit and minimising the association risks.
- Apply the night auditing process

18.2 Target Group:

- Front Office Cashiers, Outlet Cashiers, Night Auditors with a minimum of **two years** working experience.
- Participants must have 'O' Level standard of Education

Number of expected participants: 30

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19. SUPERVISORY SKILLS (BASIC LEVEL)

19.1 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.

19.2 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: 30

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20. TOURISM SALES AND MARKETING

20.1 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.

20.2 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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21. ENVIRONMENTAL ISSUES FOR THE HOSPITALITY INDUSTRY

21.1 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.

21.2 Target Groups:

Personnel in relevant operational areas.

Number of expected participants: 30

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22. COMMUNITY AND NATURALIST GUIDING TECHNIQUES

22.1 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

22.2 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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23. CUSTOMER CARE

23.1 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.

23.2 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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24. FOOD AND BEVERAGE CONTROL

24.1 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.

24.2 Target Group:

Head Waiters, Revenue Controllers/Clerks, Credit Controllers/clerks, Stores Clerks, Purchasing Officers, Chef de' parties and various relevant departments heads with a minimum of **two years** working experience.

Participants must have 'O' Level standard of Education.

Number of expected participants: 30

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25. COMMUNICATION SKILLS (BASIC LEVEL)

25.1 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.

25.2 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

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26. HOTEL ACCOUNTING TECHNIQUES (BASIC LEVEL)

26.1 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

26.2 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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27. LEISURE, HEALTH & RECREATION (BASIC LEVEL)

27.1 Objectives:

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

- Become aware of various leisure facilities that attract guests in the hotel industry.
- Become aware of health benefits of leisure.
- Create entertainment and recreation programmes.
- Identify social, economic, psychological and environmental benefits of leisure.
- Execute basic First Aid Skills.

27.2 Target Group:

The course is designed for Animators, Swimming Pool Attendants, Life Savers, staff working in the Gymnasium and in relevant recreation facilities with at least **two years** working experience. Participants must have 'O' Level standard of Education.

27.3 Additional Requirements:

Participants should bring along a complete set of training gear.

Number of expected participants: 20