



Kenya Utalii College

Gateway to international careers in Hospitality and Tourism



NATIONAL TOURISM COMPETITION

24TH EDITION

From 27th to 31st May, 2024





Table of Contents

1. INTRODUCTION2

2. 24th EDITION COMPETITION CATEGORIES2

3.0 THE SPONSORS OF 23rd EDITION OF THE NATIONAL TOURISM COMPETITIONS -20193

3.1 PARTICIPATING ESTABLISHMENTS OF THE 23rd EDITION OF THE NATIONAL TOURISM
COMPETITIONS -20193

4.0 WINNERS OF THE 23rd EDITION OF THE NATIONAL TOURISM COMPETITIONS - 20194

5.0 ENTRY REQUIREMENTS5

5.1 CULINARY ARTS: (International Cuisine and Regional Cuisine).....5

5.2 WAITERS & BARTENDERS5

5.3 BARISTAS.....5

5.4 RECEPTIONISTS5

5.5 GUEST RELATIONS OFFICERS.....5

5.6 LAUNDRY AND DRY-CLEANING ATTENDANTS5

5.7 GUEST ROOM ATTENDANTS5

5.8 DRIVER GUIDES, TOUR GUIDES AND NATURALISTS.....5

6.0 ORGANIZATION OF THE COMPETITIONS5

7.0 VENUE FOR THE COMPETITIONS.....6

8.0 SPECIFICATIONS OF THE COMPETITION6

8.1. CULINARY ARTS COMPETITION.....6

8.1.2 INTERNATIONAL CUISINE (FUSION CHEF)6

8.1.3 CONTEMPORARY REGIONAL CUISINE7

8.1.4 Areas of Evaluation7

8.1.5 Tools and utensils7

8.2 WAITERS’ COMPETITION.....8

8.2.1 Areas of Evaluation:8

8.3 BARTENDERS’ COMPETITION.....8

8.3.1 Areas of Evaluation8

8.4 BARISTA COMPETITION.....8

8.4.1 Areas of evaluation9

8.5 RECEPTIONISTS’ COMPETITION9

8.5.1 Areas of evaluation9

8.6 GUEST RELATIONS OFFICERS’ COMPETITION.....9

8.6.1 Areas of evaluation.9

8.7 LAUNDRY ATTENDANTS’ COMPETITION.....10

8.7.1 Evaluation Criteria10

8.8 GUEST ROOM ATTENDANTS’ COMPETITION.....10

8.8.1 Areas of Evaluation10

8.9 DRIVER GUIDES, TOUR GUIDES AND NATURALISTS COMPETITION.....10

8.9.1 Areas of evaluation10



1. INTRODUCTION

The professional competitions for the Hotel and Tourism Industry employees were initiated by the **Tourism Industry/Kenya Utalii College Liaison Committee**, which oversees all aspects pertaining to the competitions. The secretariat is at Kenya Utalii College.

This committee incorporates:

- Kenya Association of Travel Agents (KATA),
- Kenya Association of Tour Operators (KATO),
- Kenya Association of Hotelkeepers and Caterers (KAHC),
- Kenya Airways (KQ),
- Tourism Fund (TF)
- Tourism Regulatory Authority
- Ministry of Tourism & Wildlife (MoTW)
- Pubs, Entertainment and Restaurant Association of Kenya (PERAK),
- Kenya Association of Women in Tourism (KAWT)
- Kenya Utalii College (KUC)

The objectives of the competitions are: -

- To enhance quality of service in Hotel and Tourism Industry
- To tap ingenuity, creativity and innovation
- Create motivation for industry employees
- To assist benchmarking within the global industry.

The first Competitions were held in 1988, which at that time involved Cooks and Waiters. The Competitions have received support from the Hotels, Airlines, Tour companies and other various organizations who donate prizes for the winners. The last competitions were held in 2019 and after a long hiatus due to Covid-19, the TI/KUC Industry Liaison Committee decided to resume with the Competitions.

2. 24th EDITION COMPETITION CATEGORIES

The competition for 2024 will be the 24th **Edition** and include **ten** categories which shall cover the major professional areas of the trade as follows:

- i. Culinary (Fusion Chef): "*International Cuisine*"
- ii. Culinary: "*Contemporary regional Cuisine*"
- iii. Receptionists
- iv. Guest Relations Officers
- v. Laundry and Dry-cleaning Attendants
- vi. Guest Room Attendants
- vii. Waiters
- viii. Bartenders
- ix. Baristas
- x. Driver Guides, Tour Guides and Naturalists



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3.0 THE SPONSORS OF 23rd EDITION OF THE NATIONAL TOURISM COMPETITIONS -2019

	ORGANIZATION		ORGANIZATION
1.	PAPYRUS	9.	INTERCONTINENTAL HOTEL
2.	PERNOD RICARD	10.	VILA ROSA KEMPINSKI HOTEL
3.	HILTON HOTEL	11.	WINDSOR GOLF AND COUNTRY CLUB
4.	TRIBE HOTEL	12.	WESTON HOTEL
5.	FARMERS CHOICE	13.	KENYA TOURISM BOARD
6.	SAFARI PARK HOTEL	14.	SERENA HOTEL
7.	LAKE NAIVASHA RESORT	15.	SAWELA LODGE
8.	SAROVA	16.	KENYA ASSOCIATION OF HOTEL KEEPERS & CATERORS

3.1 PARTICIPATING ESTABLISHMENTS OF THE 23rd EDITION OF THE NATIONAL TOURISM COMPETITIONS -2019

	ORGANIZATION		ORGANIZATION
1.	ASHNIL HOTELS	16.	HEALTHLAND SPA
2.	SAROVA HOTELS	17.	INTREPIDS
3.	SEVERIN SEA LODGE	18.	MARA SIMBA
4.	VOYAGER BEACH HOTEL	19.	SAWELA LODGE
5.	SERENA HOTELS	20.	THE CLARION HOTEL
6.	MERICA HOTEL	21.	WESTON HOTEL
7.	FAIRMONT HOTELS	22.	VILLA ROSA KEMPINSKI
8.	GREEN PARK GOLF AND COUNTRY CLUB	23.	TAMARIND TREE
9.	MOVENPICK	24.	KASARANI SPORTSVIEW HOTEL
10.	SAFARI PARK HOTEL	25.	TRADEMARK HOTEL
11.	WINDSOR GOLF AND COUNTRY CLUB	26.	ACACIA PREMIER HOTEL
12.	TRIBE HOTEL	27.	GRAND ROYAL SWISS
13.	INTERCONTINENTAL HOTEL	28.	ENASHIPAI RESORT AND SPA
14.	CROWNE PLAZA HOTEL	29.	CROWNE PLAZA AIRPORT
15.	SANKARA HOTEL	30.	GELIAN HOTEL



4.0 WINNERS OF THE 23rd EDITION OF THE NATIONAL TOURISM COMPETITIONS - 2019

	CATEGORY	POSITION 1	POSITION 2	POSITION 3
1.	Culinary "International Cuisine"	Osogo Maxwell Mminzu Villa Rosa Kempinsky	Kevin Koinange Weston Hotel	Richard Ogutu Great Rift Valley Lodge
2.	Culinary "Continental Local Cuisine"	Dennis M. Ogoti, Nairobi Serena	Kulwa Mwawingu Windsor Golf & Country Club	Geoffrey M. Watiri Safari Park Hotel
3.	Bartenders	Joshua Wesonga Villa Rosa Kempinsky	Michael Mutweta Weston Hotel	Emmanuel Babu Tribe Hotel
4.	Waiters	Hunter D. Mutooni Safari Park Hotel	Ancent M. Muema Safari Park Hotel	Christopher Ogalo Marcia Hotel
5.	Restaurant Supervisor	Esther Kamau Tribe Hotel	Willis Pedo Safari Park Hotel	Henry O. Opondo Sarova Stanley
6.	Receptionist	Jacklyne Wangari Gitau Hotel Intercontinental	Milkah Jelimo Weston Hotel	Christine Muthoga Sarova Panafric
7.	Guest Relations Officers	Renee Wangari Hotel Intercontinental	Ann Njeri Mwangi Fairmont the Norfolk	Victoria Kingori Tribe Hotel
8.	Housekeeping Supervisors	Tom Mambo Movenpick Hotel & Residence	Rose Chebet Langat Merica Hotel	Lydia Oluoch Sarova Whitesands
9.	Guest Room Attendants	Charles Nyaga Sarova Stanley	Anne Wairimu Waweru Sarova Stanley	Cornel A. Odiambo Sawela Lodge
10.	Laundry & Dry Cleaning Attendants	Peter M. Kimanga Safari Park Hotel	Andrew M. Karanu Villa Rosa Kempinski	Fridah M. Gatobu Safari Park Hotel
11.	Spa Therapist Category	Valentine Njeri Safari Park Hotel	Mairo Minayo Sarova Whitesands	Kellen Wangechi Tribe Hotel
12	Safari Guides and Naturalists	Korbin S. Juma Mara Simba Lodge	Anthony K. Ngugi Fairmont Mara	Raphael Mutula Villa Rosa Kempinski



5.0 ENTRY REQUIREMENTS

All participants must have Form Four Level standard of education and a good command of written and spoken English language. The participating establishments are allowed to nominate a maximum of three (3) contestants per category, per hotel, per tours/travel companies. Winners of past competitions are eligible to participate.

Members staff of Kenya Utalii college and their children are not eligible to enter the competitions.

5.1 CULINARY ARTS: (International Cuisine and Regional Cuisine)

Participants must have a minimum of **two years** relevant working experience in Hotels or Restaurants as Cooks or Chef de Parties. Flair for originality and creativity will be an added advantage.

5.2 WAITERS & BARTENDERS

Participants must have a minimum of **two years** relevant working experience in a Hotel or Restaurant establishment as station Waiters or Barmen.

5.3 BARISTAS

Baristas working in hotels and restaurants with a minimum of **two years** relevant working experience.

5.4 RECEPTIONISTS

Participants must have a minimum of **two years** relevant working experience in a Hotel establishment as Receptionist or Front Desk Agent. A good flair in all aspects of front office operations will be an added advantage.

5.5 GUEST RELATIONS OFFICERS

Participants must have a minimum of **two years** relevant working experience as Guest Relations Officers, Guest Service Agents, or Brand Ambassadors who are working in Hotels, Restaurants, Tour Companies, Travel Agencies and Airlines.

5.6 LAUNDRY AND DRY-CLEANING ATTENDANTS

Participants must have a minimum **two years** relevant working experience in a Laundry Plant working as a Laundry Attendant/Operator in a hotel establishment.

5.7 GUEST ROOM ATTENDANTS

Participants must have a minimum of **two years** with relevant working experience as Guest room attendants in a Hotel establishment.

5.8 DRIVER GUIDES, TOUR GUIDES AND NATURALISTS

The participants will have a minimum of **two years** relevant working experience with a registered Tour Company or Lodge with a clean record of accident free driving. Freelance guides who have a license from the Tourism Regulatory Authority (TRA) and recommendation letter from an employer or a Tourism Association recognized by the TRA will be eligible to participate.

6.0 ORGANIZATION OF THE COMPETITIONS



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The execution of these Competitions will be governed by the following general procedures: -

- (i) Judges and coordinators nominated by TI-KUC Liaison Committee will be responsible for the organization and supervision of these competitions.
- (ii) All judges will be required to wear special identification and sign a declaration to the effect that they shall be impartial in their adjudication duties. Employers with special interests will not be allowed within the adjudication areas.
- (iii) Observers from the trade organizations would be present during the final competitions to ensure that the competitions are done in a transparent and fair manner.
- (iv) In all categories, the decision of the judges will be final.

7.0 VENUE FOR THE COMPETITIONS

- i) The **National Competitions** which will be held at **Kenya Utalii College, Nairobi** from **27th May to 31st May 2024**.
- ii) The participants will make own arrangements for their accommodation during competitions.
- iii) Participants are requested to make any comments and observations regarding the competitions on the prescribed form.

8.0 SPECIFICATIONS OF THE COMPETITION

8.1. CULINARY ARTS COMPETITION

There are two categories:

- (i) International Cuisine – Fusion Chef
- (ii) Contemporary regional Cuisine

8.1.2 INTERNATIONAL CUISINE (FUSION CHEF)

The competition will involve the preparation and presentation of a menu consisting of three courses for 4 persons each. Each candidate will have the same food items and other ingredients provided by the judges from a mystery basket.

The courses are as follows: -

- Cold starter
- Main course (hot) with suitable accompaniments
- Dessert

Competitors will be required to present their food dishes on plates. Time allowed for the competition will be three and a half hours. A half hour will be allocated to receiving the mystery basket and composing the menu. At the end of the half hour no substitutions of items in the basket will be allowed. The remaining three hours will be for the preparation of the menu.

The mystery basket and other ingredients will be supplied by Kenya Utalii College. All basic equipment, cutlery and crockery will be made available to the competitors by the College. On the completion of the three hours cooking time allocated, the competitors will be required to present their dishes to the Judges.



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Mystery Basket

The mystery basket will contain pre-determined choice of main ingredients from which all competitors will be required to prepare their menu for the competition. Ingredients for all competitors will be the same.

The main items in the mystery basket will include a choice of: -

- Butcher's meat and or Game meat or Poultry
- Fish and or Seafood

All these main items must be utilized. The weight or count of the main products will be sufficient to prepare a 3-course menu for 4 persons. The contents of the mystery basket will be revealed on the competition day and time.

NB: A list of other ingredients outside the mystery basket shall be forwarded to the competitors at least two weeks before the competition day.

8.1.3 CONTEMPORARY REGIONAL CUISINE

- The competition will involve the planning, preparing and presenting of a comprehensive main course from with suitable accompaniments for 4 persons.
- Each competitor will receive the same ingredients and other from a basket of ingredients provided that will be revealed on the competition day and time.
- The time allowed for the competition will be one and half hours. The competitors shall be allowed fifteen minutes to receive the basket of ingredients and plan the main dish. The remaining one and quarter hours will be for the preparation and presentation of the main dishes to the jury
- The competitors will be required to present their main course dishes on plates.

Basket of Ingredients

The basket of ingredients will contain all the ingredients from which the competitors will be required to prepare their main dishes for the competition and this will include a choice of two meat items.

8.1.4 Areas of Evaluation

In both categories, the following areas of evaluation will be applied:

- Handling of tools and equipment
- Taste of dishes
- Correct quantities used
- Presentation
- Cleanliness and organization set-up
- Professional working skills
- Creativity

Evaluation Criteria

- Practical evaluation 100 %

8.1.5 Tools and utensils

- The equipment, tools and utensils will be standard for the international Cuisine.



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- Candidates for both international and local cuisine categories are allowed to bring along special tools of their choice but not food item

8.2 WAITERS' COMPETITION

The competition will consist of two parts. One will be written while the other part will consist of setting a table as per the menu that will be provided, serve Food and Beverage Service to at least five (5) guests.

8.2.1 Areas of Evaluation:

- Personal grooming and hygiene
- Mis-en-place
- Speed of work
- Order writing
- Working techniques
- Self-organization
- Food knowledge
- Beverage knowledge
- General knowledge

Evaluation Criteria

Written evaluation 40 %

Practical evaluation 60 %

8.3 BARTENDERS' COMPETITION

The competition will be in two parts. The first part will be a written examination. The second part, the participants will be required to make one internationally recognized cocktail and one created cocktail based on ingredients provided.

8.3.1 Areas of Evaluation

- Personal grooming and hygiene
- Mis-en-place
- Proportions of recipes
- Handling equipment
- Self-organization
- Taste of cocktails
- Creativity
- Presentation
- Working techniques
- Speed
- Costing

Evaluation Criteria

- Written evaluation 40 %
- Practical evaluation 60 %

8.4 BARISTA COMPETITION

The competition will be in two parts. The first part will be a written examination. The second part, the participant will be required to make two internationally recognized espresso Coffee based beverages and or own created Coffee based on ingredients provided.



8.4.1 Areas of evaluation

The following will be evaluated: -

- Personal grooming and hygiene
- Mis-en-place
- Proportions of recipes
- Handling equipment
- Self-organization
- Taste of coffees
- Creativity
- Presentation
- Working technical Skills
- Speed
- Costing

Evaluation criteria

- The written evaluation 40 %
- The barista (coffee making) evaluation 60 %

8.5 RECEPTIONISTS' COMPETITION

The objective of the Receptionists Category competitions is to enhance the professionalism and quality service in the Hotel and Tourism Industry while handling clients.

8.5.1 Areas of evaluation

- Customer Service Skills.
- Knowledge of the Industry.
- Technical Skills.
- Communication Skills.
- Problem-Solving Skills.

Evaluation Criteria

- Written evaluation 20%
- Oral evaluation 30%
- Practical evaluation 50%

8.6 GUEST RELATIONS OFFICERS' COMPETITION

The competition will focus on the key responsibilities of Guest Relations Officers, which include welcoming guests, addressing and escalating guest complaints, and providing information about hotel facilities, programs, and other services.

8.6.1 Areas of evaluation.

- Friendliness in Interaction.
- Customer Service Skills.
- Communication Skills.
- Handling Guests Complaints.
- Problem-Solving Skills.
- Information Acquisition.



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- Hospitality Services.

Evaluation Criteria

- Written evaluation 20%
- Oral evaluation 30%
- Practical evaluation 50%

8.7 LAUNDRY ATTENDANTS' COMPETITION

Areas of Evaluation

- Personal Grooming and Appearance
- Preparation
- Handling of Equipment
- Working Technique and Methodology
- Competence
- Speed and Accuracy
- Quality of finished work

8.7.1 Evaluation Criteria

- Oral evaluation 40%
- Practical evaluation 60%

8.8 GUEST ROOM ATTENDANTS' COMPETITION

This competition will focus on the knowledge and professional skills of guest room attendants.

8.8.1 Areas of Evaluation

- Personal Grooming
- Preparation
- Problem solving skills
- Intern personal skills
- Guest Relations
- Mis-en-place
- Job evaluation skills/Product inspection
- Working techniques
- Speed and accuracy
- Quality of finished of work

Evaluation criteria

- Oral evaluation 40%
- Practical evaluation 60%

8.9 DRIVER GUIDES, TOUR GUIDES AND NATURALISTS COMPETITION

This competition will focus on the knowledge and interpretation skills of guides while handling clients

8.9.1 Areas of evaluation

- Personal grooming and presentation.
- Nature interpretation
- Professional ethics and code of conduct.



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- History and Cultural knowledge of East Africa.
- Knowledge of Flora and Fauna
- General Travel Knowledge
- Pre-safari preparation (safari briefing, tour administration and vehicle preparation).
- Emergency handling and problem solving techniques.
- Client services handling

Evaluation Criteria

- Oral evaluation 25%
- Practical evaluation 25%
- Written evaluation 50%



9.0 PROCEDURE OF NOMINATION OF PARTICIPANTS AND THE CLOSING DATE

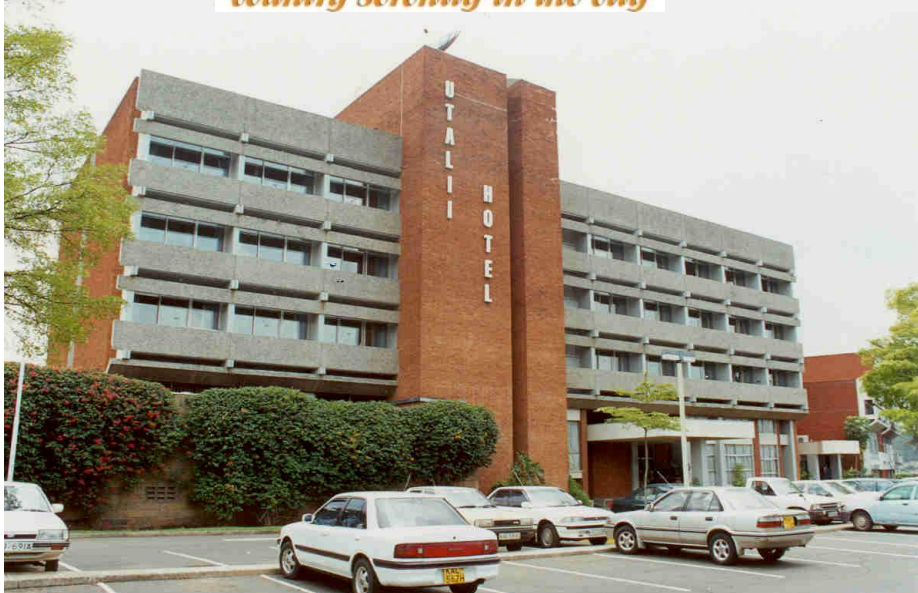
1. Fill out the nomination form attached.
2. Fill in names of nominees.
3. Return the duly completed form by 10th May, 2024.
4. Please pay a non-refundable application fee of KShs. 2,000/= for each candidate to be entered.
5. The application fee is payable to Kenya Utalii College via

E-citizen
Paybill No. 222222
Account No. KUCC2-Company Name
This will attract a transaction fee of Ksh. 50/- for the total amount
6. If your establishment had paid for participants for the competitions which were to be held in 2020, do not pay but kindly nominate the members of staff and indicate you had paid. However, payment should be made for any additional member of staff you nominate.

In case of any enquiries, please feel free to contact us on:

The Secretary,
Tourism Industry-KUC Liaison Committee,
P.O. Box 31052-00600
NAIROBI
Email: alumni@utalii.ac.ke
Tel: 0721994893/0726726799

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Children's activities

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