



TABLE OF CONTENTS

1	Introduction	Page 3
2	Sponsors of the 22 nd Edition of the National Tourism Competitions	4
3	Winners in the 22 nd Edition of the National Tourism Competitions	5
4	23 rd Edition Competitions Categories	5
5	Entry Requirements	6
	General Requirements	6
5.1	Culinary Competitions – 'International & Contemporary Local Cuisine'	5
5.2	Waiters/Bartender & Restaurant Supervisors Competition	5
5.3	Receptionists Competition	5
5.4	Guest Relations Officers Competition	5
5.5	Laundry and Dry-cleaning Competition	5
5.6	Housekeeping Supervisors' Competition	5
5.7	Guest Room Attendants Competition	5
5.8	Spa Therapy Personnel Competition	6
5.9	Hotel Animation Personnel	6
5.10	Safari Guides and Naturalists Competition	6
5.11	Foreign Languages	6
6	Organization of the Competitions	7
7	National Tourism Competitions Regions	8
8	Specifications of the Competition	8
8.1	Culinary Competitions	8
8.1.1	Regional Level/Preliminaries	8
8.1.2	International Cuisine	8
8.1.3	Contemporary Local Cuisine	8
8.1.4	Areas of Evaluation	8
8.1.5	National Level	9
8.1.6	International Cuisine	9
8.1.7	Contemporary Local Cuisine	9
8.1.8	Areas of Evaluation	
8.2	Waiters' Competition	10
8.2.1	Regional Level	10
8.2.2	National Level	10
8.2.3	Areas of Evaluation	10



8.3	Bartenders' Competition	11
8.3.1	Regional Level	11
8.3.2	National Level	11
8.3.3	Areas of Evaluation	11
8.4	Restaurant Supervisors Competition	11
8.4.1	Regional Level	12
8.4.2		12
8.4.3	Areas of Evaluation	12
8.5	Receptionist Competition	13
8.5.1	Regional Level	13
8.5.2	National Level	13
8.5.3	Area of Evaluation	13
8.6	Guest Relations Officers Competition	14
8.6.1	Regional Level	14
8.6.2	National Level	14
8.6.3	Area of Evaluation	14
0.010		
8.7	Laundry and Dry Cleaning Competition	14
8.7.1	Regional Level	14
8.7.2	National Level	14
8.7.3	Areas of Evaluation	14
8.8	Guest Room Attendants Competition	15
8.8.1	Regional Level	15
8.8.2	National Level	15
8.9	Spa Therapy Personnel Competition	15
8.9.1	Regional Level	15
8.9.2	National Level	15
8.9.3	Areas of Evaluation	16
8.10	Hotel Animation Competition	16
8.10.1	Regional Level	16
8.10.2	National Level	16
8.10.3	Areas of Evaluation	16
8.11	Foreign Languages Competition	16
8.11.1	Regional Level	16
8.11.2	National Level	17
8.11.3	Areas of Evaluation	18
8.12	Safari Guides and Naturalists' Competition	18
	•	
8.12.1	Regional Level	18
		18 18
8.12.1	Regional Level	



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)
- Ministry of Tourism & Wildlife (MoTW)
- Pubs, Entertainment and Restaurant Association of Kenya (PERAK),
- Kenya Utalii College (KUC)
- Kenya Association of Women in Tourism (KAWT)
- Ecotourism Kenya (EK)

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 only involved Cooks and Waiters. The Competitions have received support from the Hotel and Tourism Sector and various organizations who donate prizes for the winners. The current competitions are the **23rd Edition** and include fourteen (14) categories.



2. THE SPONSORS OF 22ND EDITION OF THE NATIONAL TOURISM COMPETITIONS -2018

	ORGANIZATION		ORGANIZATION
1.	Kenya Airways (KQ)	15.	Intercontinental Hotel, Nairobi
2.	Booking.com	16.	Sankara Hotel
3.	Heritage Hotels	17.	The Clarion Hotel
4.	Nairobi Serena	18.	Hilton Hotel
5.	Enashipai Hotel	19.	Ashnil Hotels
6.	Jacaranda Hotels	20.	Utalii Hotel
7.	Safari Park Hotel	21.	Weston Hotel
8.	Leopard Beach Resort	22.	Windsor Golf & Country Club
9.	Sarova Hotels	23.	Ole Sereni Hotel
10.	Pride Inn Paradise Beach Resort	24.	Movenpick Hotel & Residences
11.	Tamarind Group Ltd.	25.	Villa Rosa Kempinski
12.	Kenya Wine Agencies Ltd. (KWAL)	26.	Pernod Ricard Kenya Ltd.
13.	Panari Hotel	27.	Lukenya Gateway Resort
14.	Kenya Tourism Board	28.	Sopa Lodges



3. <u>THE WINNERS OF THE 22nd EDITION OF THE NATIONAL TOURISM COMPETITIONS</u>

	CATEGORY	POSITION 1	POSITION 2	POSITION 3
1.	Culinary 'International Cuisine"	Cynthia Kirui Intercontinental Nairobi	Catherine W. Waruingi Nairobi Serena	Nehemiah G. Motari Nairobi Serena Maxwell M. Osogo Hotel Intercontinental
2.	Culinary 'Continental Local Cuisine"	Christopher M. Nyanchabera Nairobi Serena Georgina Omurunga Sarova Stanley	NIL	Hedwig K. Ogechi Nairobi Serena
3.	Bartenders	Patrick M. Kioko Villa Rosa Kempinsky	Daniel N. Kimani Sarova Panafric	Njiru M. Kibuti Safari Park Hotel
4.	Waiters	Peter N. Kimani Safari Park Hotel	Joseph Mwaura Bande Safari Park Hotel	Edward Wanjala Wamamili Panari - Nyahururu
5.	Receptionist	Kelvin N. Gakuo Villa Rosa Kempinski	Jacklyne Wangari Gitau Hotel Intercontinental	John M. Otieno Nairobi Serena
6.	Guest Relations Officers	Monica W. Karonji Villa Rosa Kempinski	Renee' P. N. Wangari Intercontinental Hotel	Maina N. Joanne Sarova Stanley
7.	Housekeeping Supervisors	Juma F. Chelangat Villa Rosa Kempinski	Victor O. Olima Hotel Intercontinental	Sulieman Omar Mombasa Serena Beach
8.	Guest Room Attendants	Alice M. Mwangangi Sportsview Hotel Kasarani	Anne Wairimu Waweru Sarova Stanley	Linah M. Mwandoe Sarova Taita Hills
9.	Laundry & Dry Cleaning Attendants	Morine A. Owino The Clarion Hotels	Felix M. Kamanu Safari Park Hotel	Peter M. Kimanga Safari Park Hotel
10.	Spa Therapist Category	Felistas W. Maina Villa Rosa Kempinski	Teresia Mwangi Nairobi Serena	Isabella Oloo Nairobi Serena

4. <u>23rd EDITION COMPETITION CATEGORIES</u>

The competitions will cover the major professional areas of the trade. The details of the categories are specified here below: -

- i. Culinary "International Cuisine"
- ii. Culinary "Contemporary Local Cuisine"
- iii. Waiters
- iv. Bartenders
- v. Restaurant Supervisors
- vi. Receptionists
- vii. Guest Relations Officers
- viii. Laundry and Dry-cleaning Attendants
- ix. Housekeeping Supervisors
- x. Guest Room Attendants
- xi. Spa Therapy Personnel
- xii. Animation Personnel
- xiii. Foreign Languages
- xiv. Safari Guides and Naturalists



5. <u>ENTRY REQUIREMENTS</u>

GENERAL REQUIREMENTS

All participants must have Form Four Level standard of education and a good command of written and spoken English language. 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.

CATEGORIES

5.1 <u>CULINARY ARTS</u>: (International and Contemporary Local Cuisine)

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

5.2 WAITERS/BARTENDERS AND RESTAURANT SUPERVISORS

Participants will have a minimum of **two years** relevant working experience in a Hotel or Restaurant establishment as station Waiters or Barmen. Participants in Restaurant Supervision must have a minimum of Food & Beverage Certificate from a recognized institution and **two years** relevant working experience in a hospitality establishment, working as F&B Supervisor.

5.3 <u>RECEPTIONISTS</u>

Participants will 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.

5.4 GUEST RELATIONS OFFICERS

Participants will have a minimum of **one-year** relevant working experience in the tourism sector of Hotel or Restaurant establishments as Guest Relations Officer.

5.5 LAUNDRY AND DRY-CLEANING ATTENDANTS

Participants must have a minimum of a Laundry and Dry-cleaning Techniques Certificate and **two years** relevant working experience in a Laundry Plant working as a Laundry Attendant/Operator. Professional competence in all aspects of the Laundry and Dry-cleaning operations will be an added advantage.

5.6 HOUSEKEEPING SUPERVISORS

Participants must have a minimum of Housekeeping Certificate and **two years** relevant working experience in a hospitality establishment, working either as a Housekeeping Supervisor or as an Assistant Housekeeper. Mastery of Housekeeping Operational/ Supervisory Skills will be an added advantage.

5.7 GUEST ROOM ATTENDANTS

Participants will have a minimum of a Housekeeping and Laundry Course Certificate and **two years** relevant working experience in a laundry plant as a laundry supervisor. Professional competence in all aspects of Laundry and Dry-cleaning operations will be an advantage.



5.8 SPA THERAPY PERSONNEL

The participants will have a minimum of **two years** relevant working experience. Professional competence in Spa treatment and Services will be an added advantage.

5.9 HOTEL ANIMATION PERSONNEL

The participants will have a minimum of **one-year** relevant working experience in the hospitality industry.

5.10 FOREIGN LANGUAGES

All participants must have studied one of the following foreign languages listed on section 8.11 for tourism and hospitality purposes. Participating establishments are allowed to nominate a maximum of three contestants per language category.

5.11 SAFARI 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 recognized by the TRA will be eligible to participate.

6. ORGANIZATION OF THE COMPETITIONS

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

- (i) Judges and co-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) The competitions will take the form of written and in some cases oral, written and practicals (except the Culinary Competition).
- (v) In all categories, the decision of the judges will be final.
- (vi) The Regional Competitions will be held from 4th to 7th March, 2019. Best performers at Regional level will meet for the National Competitions which will be held at Kenya Utalii College, Nairobi from 27th to 31st May 2019.
- (vii) The participants will make arrangements for their accommodation during competitions.
- (viii) Participants are requested to make any comments and observations regarding the competitions on the prescribed form.



7. NATIONAL TOURISM COMPETITIONS REGIONS

For administrative and logistical purposes, the Competitions zonation will be as follows:

	REGION	AREA COVERED
1.	Nairobi	Nairobi CBD and Greater Nairobi
2.	Central Rift/Mara	Nakuru, Mara, Baringo and Naivasha
3.	Western	Kisumu, Kakamega, Mt. Elgon, Kitale, Eldoret, Busia, Kisii, Kericho and Bungoma
4.	Northern	Mt. Kenya area, Samburu, Isiolo & Garissa
5.	Coast	South Coast, Malindi/Watamu, North Coast/ Mombasa Island and Lamu
6.	Amboseli / Tsavo	Amboseli, Loitokitok, Tsavo East/West, Voi, Taita Taveta.

8. SPECIFICATIONS OF THE COMPETITION

8.1 CULINARY ARTS COMPETITION

Regional Level/Preliminaries

There are two categories:

- a) International Cuisine
- b) Contemporary Local Cuisine

8.1.1 INTERNATIONAL CUISINE

- The candidates are required to prepare one **main course dish** for two persons with suitable accompaniments.
- Each candidate will have the same food items provided by the judges and is free in his/her style of preparation.
- Plate service presentation.
- The time allowed is 1 hour.

8.1.2 CONTEMPORARY LOCAL CUISINE

- The candidates are required to prepare one Main course dish for two persons with the ingredients provided by the judges.
- Plate service presentation.
- The time allowed is 1 hour.

8.1.3 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

National Level/Finals

There are two categories: a) International Cuisine b) Contemporary Local Cuisine

8.1.4 INTERNATIONAL CUISINE

The competition will involve the preparation and presentation of a menu consisting of three courses for 4 persons. Each competitor will be required to compile the menu from a mystery basket and other provided ingredients.

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 Jury.

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.

8.1.5 CONTEMPORARY LOCAL CUISINE

The competitions will involve the planning, preparing and presenting a comprehensive main course with suitable accompaniments for four persons. Each competitor will be required to plan and



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prepare the main course from a basket of ingredients provided. The contents of the basket of ingredients will be revealed on the competition day and time.

The competitors will be required to present their main course dishes on plates. 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.

At the end of the fifteen minutes, no substitutions of items in the basket will be allowed. The remaining one and quarter hours will be for the preparation and presentation of the main dishes to the Jury.

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. Ingredients for all competitors will be the same.

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

8.2 WAITERS' COMPETITION

8.2.1 Regional Level

The competitions will be in two parts. One part will be a written examination, while the other part will consist of setting a table as per the menu that will be provided and serve a bottle of wine.

8.2.2 National Level

Same as Regional Level with an additional of actual Food and Beverage Service to at least five (5) guests.

8.2.3 Areas of Evaluation

The following will be evaluated: -

- Personal grooming and hygiene
- Mise-en-place
- Handling Equipment
- Speed of work
- Order writing



- Working techniques
- Self organization
- Food knowledge
- Beverage knowledge
- General knowledge
- Soft Skills

8.3 BARTENDERS' COMPETITION

8.3.1 Regional Level

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.

8.3.2 National Level

Same as Regional Level but the participants will be required to make two International cocktail and one own created cocktail.

8.3.3 Areas of Evaluation

- Personal grooming and hygiene
- Mis-en-place
- Handling Equipment
- Speed of work
- Proportion of recipes
- Handling equipment
- Self organization
- Taste of cocktails
- Creativity
- Presentation
- Working techniques
- Flair

8.4 RESTAURANT SUPERVISORS COMPETITION

8.4.1 <u>Regional Level</u>

The competitions will be in two parts. One part will be a written examination, while the other part will be to identify technical mistakes on a set table of 5pax, and a side board.

The competition will be in two parts

PART A:	Written examination	=60%
PART B:	Oral examination	=40%



8.4.2 National Level

This level will be in two parts:

PART A:	Oral questions	=40%
PART B:	Practical Examination	=60%

Same as Regional Level with an additional of actual Food and Beverage Service to at least five (5) guests.

8.4.3 Areas of Evaluation

The following will be evaluated: -

- Personal grooming and hygiene
- Standered Operating Procedure
- Professional etiquette and ethics
- Product Knowledge
- Problem solving skills
- Interpersonal skills
- Guest Relations
- Restaurant Safety and Security
- Job evaluation skills
- Self-organization
- Mise-en-place
- Access to the Restaurant and back area
- Restaurant inspection procedure
- Working techniques
- Speed and Accuracy
- Quality of finished work

8.5 RECEPTIONISTS' COMPETITION

The competition will be in two parts. The preliminaries in the various regions will comprise of written and oral examinations. The top three in the regional competitions will then compete in the final which will be in three parts: Written, Oral and Practical Role Play Situation.

8.5.1	Regional Level: Written examination	50%
	Oral examination	50%
8.5.2	National Level: Written Examination	25%
	Oral Examination	25%
	Case Study/Role Play	50%

8.5.3 Areas of Evaluation

- Personal grooming and hygiene
- Front desk working techniques
- Professional attitude
- Social skills
- Competence
- Problem solving techniques (case situations)



8.6 GUEST RELATIONS OFFICERS' COMPETITION

The competition will be in two parts. The preliminaries in the various regions will comprise of written and oral examinations. The top three in the regional competitions will then compete in the final which will include: Written, Oral and Practical Role Play Situation.

Regional Level:	Written examination	50%
	Oral examination	50%
National Level:	Written Examination	25%
	Oral Examination	25%
	Case Study/Role Play	50%

8.6.1 Areas of Evaluation

- Personal grooming and hygiene
- Professional attitude
- Social skills
- Problem solving techniques
- Salesmanship
- Mise-en-place
- Etiquette

8.7 LAUNDRY AND DRY CLEANING ATTENDANTS' COMPETITION

8.7.1 Regional Level

The competition will be in two parts.

Part A:	Written Examination	= 50%
Part B:	Oral Examination	= 50%

8.7.2 National Level

The competition will be in two parts:

Part A:	Written Examination	= 40%
Part B:	Practical Examination	= 60%

8.7.3 Areas of Evaluation

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



8.8 HOUSEKEEPING SUPERVISORS' COMPETITION

8.8.1 Regional Level

The competition will be in two parts:

Part A:	Written Questions	= 60%
Part B:	Oral Examination	= 40%

8.8.2 National Level

This level will be in two parts:

Part A:	Oral questions	= 40%
Part B:	Practical Examination	= 60%

8.8.3 Areas of Evaluation

- Personal grooming and hygiene
- Preparation
- Standard operating procedure
- Professional etiquette and ethics
- Problems solving skills
- Interpersonal skills
- Guest relations
- Safety and Security
- Job evaluation skills
- Self organization
- Mis-en-place
- Access to the room
- Guest room inspection procedure
- Working Techniques
- Speed and Accuracy
- Quality of finished work

8.9 GUEST ROOM ATTENDANTS' COMPETITION

8.9.1 Regional Level

The Competition will be in two parts:	
Part A: Written Examinations	=40%
Part B: Practical Examinations	=60%

8.9.2 National Level

This level will be in two parts:	
Part A: Oral questions	= 40%
Part B: Practical Examination	= 60%



8.9.3 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

8.10 SAFARI GUIDES AND NATURALISTS' COMPETITION

8.10.1 Regional Level

The competition will have one section where only a written examination will be administered to the participants and will carry 100% marks.

8.10.2 National Level

This one will have only two sections which are:

Written Examination	= 60%
Oral/practical examination	= 40%

8.10.3 Areas of Evaluation

- Personal grooming and presentation.
- Professional Safari guiding skills.
- Ethics and code of conduct.
- History and Cultural knowledge of East Africa.
- General Travel knowledge.
- Knowledge of Flora and Fauna
- Observation of park rules and regulations.
- Pre-safari preparation (safari briefing, tour administration and vehicle preparation).
- Emergency handling and problem solving techniques.
- Client services handling.

8.10.4 Practical/Orals

- Nature interpretation
- Presentation of selected topics

8.11 SPA THERAPY PERSONNEL COMPETITION

8.11.1 Regional Level

The competition will be in two parts

- Orals = 50%
- Written = 50%



8.11.2 National Level

The competition will be in three parts:

- Written Examination = 25%
- Oral Examination = 25%
- Practical Examination = 50%

8.12 HOTEL ANIMATION PERSONNEL COMPETITION

8.12.1 Regional Level

The competition will be in two parts

- Orals = 50%
- Written = 50%

8.12.2 National Level

The competition will be in three parts:

- Written Examination = 25%
- Oral Examination = 25%
- Practical Examination = 50%

8.13 FOREIGN LANGUAGES COMPETITION

The competition welcomes entries in the following foreign languages:

- i. French
- ii. German
- iii. Japanese
- iv. Italian
- v. Spanish
- vi. Chinese

8.13.1 WAITER'S COMPETITION

8.13.1.1 Regional Level

The competition will consist of serving a guest/guests in the foreign language entered as per the Menu that will be provided.

8.13.1.2 National Level

Same as Regional Level with an additional of handling guest complaints about service and giving recommendations.

8.13.1.3 Areas of evaluation

The following will be evaluated:

- a) Coherence and Fluency
- b) Vocabulary in the Food and service area
- c) Pronunciation and intonation
- d) Nonverbal reaction to guest's orders and complaints



8.13.2 RECEPTIONIST COMPETITION

The Competition will be in two parts: The preliminaries in the various regions will comprise of written and oral examination. The top three in the regional competition will then compete in the final which will be in 3 parts:

Written, Oral and Practical/ Role play.

8.13.2.1 Regional Level

Written examination with focus in the language for hospitality -40% Oral examination with focus in the language for hospitality- 60%

8.13.2.2 National Level

Written Examination with focus in the language for hospitality- 25%Oral examination-25%Case study/ Role play-50%

8.13.2.3 Areas of evaluation

- a) Vocabulary for the Front desk
- b) Coherence and fluency
- c) Nonverbal reaction to guest's requests
- d) Ability to handle guest complaints

8.14.3 SAFARI GUIDES AND NATURALISTS

8.14.3.1 Regional Level

The competition will have one section where only an oral examination will be administered to the participants and will carry 100% marks.

8.14.3.2 National Level

The competition will have two sections which are:

Written examination - 40%

Oral/ Practical examination - 60%

8.14.3.3 Areas of Evaluation

- a) Pre-safari preparation (Safari briefing/ itineraries)
- b) Observation of Park rules and regulations
- c) Preparation of selected topics
- d) Handling guest's complaints
- e) Nonverbal reactions to guest requests.



9. PROCEDURE OF NOMINATION OF PARTICIPANTS

- 1. Tear-off the nomination form on page 19 of this booklet.
- 2. Fill in names of nominees.
- Return the duly completed form by 31st January, 2019.
 Please enclose a non-refundable application fee of KShs. 2,000/= for each candidate to be entered.

NB: Cheques to be crossed and made payable to **KENYA UTALII COLLEGE.**

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: <u>alumni@utalii.ac.ke</u> Tel: 020-8561201/2/7 Ext. 8478/8507 Fax: 020-8560514

Attention: Dr. John Wandaka



9.1 NOMINATION FORM

The Secretary Tourism Industry-KUC Liaison Committee P.O. Box 31052 – 00600 <u>NAIROBI</u>

Dear Sir,

RE: THE 23rd EDITION OF NATIONAL TOURISM COMPETITIONS

We have taken good note of the information contained herein and now wish to enter the following members of our staff for these competitions: -

NAME	CATEGORY OF COMPETITION	REGION
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Enclosed herewith find our Cheque No. ______ for KShs.______ being application fees for the above named members of our staff. We understand that the application fee is KShs. 2,000/= per candidate.

NAME

POSITION/DESIGNATION

SIGNATURE & STAMP DA

DATE



🧯 KENYA UTALII COLLEGE, NAIROBI





Luxurious Accommodation

All Rooms equipped with 21" colour Televisions **Excellent Cuisine featuring:**

Both Table d'hoté and A la carte Menus African Traditional Buffet Luncheon every Tuesday International Buffet Luncheon every Sunday Outside Catering Conference and Banqueting facilities with special conference packages

A Beautiful, crystal – clear 1/2 Olympic size Swimming Pool

Recreational & sport facilities

Children's activities

Please contact us at: P. O. Box 31067-00600, Nairobi – Kenya Tel: +254 (0)722 -205891/2, +254 (0)733-410005 Fax: 254 20 – 8560514 Email: info@utalii.ac.ke Website: www.utalii.ac.ke