

**PERAK
REFRESHER
COURSES
2009**

CATALOGUE

KENYA UTALII COLLEGE, NAIROBI

<u>CONTENTS</u>	<u>PAGE</u>
Introduction.....	1
Minimum Qualifications for Admission and Selection Criteria.....	2
<u>SCHEDULE OF COURSES</u>	3
<u>COURSE DESCRIPTIONS</u>	
<input type="checkbox"/> Customer Care Awareness Course.....	4
<input type="checkbox"/> Food and Personal Hygiene Course.....	5

KENYA UTALII COLLEGE, NAIROBI

INTRODUCTION

Kenya Utalii College recognizes the challenges and opportunities that manifest in the Kenyan Pubs, Entertainment & Restaurants today, as well as the need for the industry to maintain high operational standards.

In this regard, the College presents the 2009 PERAK Refresher Courses' Training Catalogue, which comprises of courses that have been adapted after close consultation with the PERAK/CTDLT/KENYA UTALII COLLEGE Coordinating Committee and in reference to the PERAK training conducted in Mombasa in May 2009.

The September, 2009 Courses will be conducted at Kenya Utalii College. The Courses are designed to meet the needs of employees of Small, Medium and Large Scale Pubs, Entertainment & Restaurants of Kenya.

We hope that this tailor made 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.

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 one year of industry experience.

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 these Refresher courses will be non-residential and participants are required to make their own transport arrangements.

Application forms should be submitted by 10th August, 2009.

KENYA UTALII COLLEGE, NAIROBI

SCHEDULE OF PERAK REFRESHER COURSES TO BE HELD AT KENYA UTALII COLLEGE

DURATION: 2 DAYS

DATE	COURSE TITLE
7 th -8 th September, 2009	<ul style="list-style-type: none">• Food And Personal Hygiene Awareness• Customer Care Awareness
9 th -10 th September, 2009	
14 th -15 th September, 2009	

* **The above courses are non-residential for all participants.**

KENYA UTALII COLLEGE, NAIROBI

1. CUSTOMER CARE AWARENESS COURSE

1.1 COURSE DESCRIPTION

This is an awareness course on customer care for Pubs, Entertainment and Restaurant Employees. The course gives an overview of the benefits of taking care of customers. It is an introductory programme providing an over view of service industry and professional etiquette required of all the personnel in this experience/economy industry. The course will focus on customer care introduction, professional behaviour, time management, hospitality and selling skills. These various topics will ensure quality services are provided for all customers that patronise these establishments.

1.2 COURSE OBJECTIVES

Participants at the end of the course will be able to:

1. Identify the different types of customers and professional etiquette required to handle them.
2. Familiarize themselves with principles of good practices in the service industry.
3. Provide professional services through internalising good selling skills.
4. Synergize with other employees for better services and profits.

1.3 TARGET GROUP

The course is intended for employees of Pubs, Entertainment and Restaurant who occupy food and beverage service positions. They must also have at least one year working experience in the said position.

1.4 COURSE DURATION: 2 days

1.5 NUMBER OF EXPECTED PARTICIPANTS: 40

KENYA UTALII COLLEGE, NAIROBI

2. FOOD AND PERSONAL HYGIENE COURSE

2.1 COURSE DESCRIPTION

Food hygiene and Personal Hygiene are key elements in food and service establishments. Food products should meet required quality and safety standards in order to satisfy the expectations of the consumer with regard to nutrition, safety, health and self life. Education and training is the most useful way of improving the food and personal hygiene. This course will therefore, impact knowledge on factors affecting the safety of food and strategies aimed at improving the same.

2.2 COURSE OBJECTIVES

The objectives of this course it to:

1. Provide participants with knowledge and skills that will enable them identify and solve problems related to food contamination and personal hygiene.
2. Promote good food handling practices
3. Create awareness on Hazard Analysis Critical Control Point (HACCP) risk analysis as tools of food and personal hygiene.

2.3 TARGET GROUP

The course is intended for employees of Pubs, Entertainment and Restaurant who occupy food and beverage service positions. They must also have at least one year working experience in the said position.

2.4 COURSE DURATION: 2 days

2.5 NUMBER OF EXPECTED PARTICIPANTS: 40