

# **PROGRAMME FOR THE EXECUTIVE DEVELOPMENT COURSE FOR UGANDA HOTEL OWNERS & MANAGERS**

**VENUE: HOTEL AFRICANA**

**DATE: 8<sup>th</sup> to 10<sup>th</sup> June 2011**

**FACILITATORS: KENYA UTALII COLLEGE**

**AWARD: CERTIFICATE OF ATTENDANCE**

<b>DAY</b>	<b>TIME</b>	<b>ACTIVITY</b>	<b>FACILITATOR</b>
<b>1</b>			
	8.30am-9.00am	Registration/Course opening	MAK/KUC/UHOA
	9:00am-9:05am	Remarks by Co-ordinator SCOTHEE	Deus K. Muhwezi
	9:05am-9:10am	Remarks by Director Academic Affairs, Kenya Utalii College	John Wandaka
	9:10am-9:15am	Remarks by ED, UHOA	Mr. Ismail Sekandi
	9:15am-9:20am	Remarks by D. Principal, CAES Makerere University	Prof. Tweheyo
	9:20am-9:30am	Chairman, UHOA Mr. B.M. Kibirige	Mr. B.M. Kibirige
	9.30am– 10.30am	Introduction to Hospitality Operations <ul style="list-style-type: none"> <li>• Overview of the industry</li> <li>• Hospitality Management guidelines</li> </ul>	P. Muindi – Kenya Utalii College
	10.30am-11.00am	<b>TEA BREAK</b>	
	11.00am-1.00pm	• Hospitality Management guidelines	P. Muindi – Kenya Utalii College
	1.00pm- 2.00pm	<b>LUNCH BREAK</b>	
	2.00pm- 4.30pm	Introduction to Human Resource Mgt- Overview	J. Muli – Kenya Utalii College
<b>2</b>			

	8.30am- 10am	Human Resource Mgt in the hospitality Industry	J. Muli – Kenya Utalii College
	10am- 10.30am	<b>TEA BREAK</b>	
	10.30am- 12.45pm	Introduction to Hotel Operations • Rooms Division Management	P. Muindi – Kenya Utalii College
	12.45pm- 2.00pm	<b>LUNCH BREAK</b>	
	2.00pm- 4.30pm	Introduction to Hotel Operations • F & B Management	P. Muindi – Kenya Utalii College
<b>3</b>			
	8.30am- 10am	Strategic Human Resource Management- Discussion	J. Muli – Kenya Utalii College
	10am- 10.30am	TEA BREAK	
	10.30am- 12.45pm	Managing Quality Customer Service	P. Muindi – Kenya Utalii College
	12.45pm- 2.00pm	<b>LUNCH BREAK</b>	
	2.00pm- 3.00pm	COURSE REVIEW	MAK/KUC/UHOA/ Participants
	3.15 – 4.15 pm	<ul style="list-style-type: none"> <li>Steering Committee Meeting</li> <li>Way Forward</li> </ul>	MoU Steering Committee
	4:15	Closing Remarks	Vice Chairman, UHOA