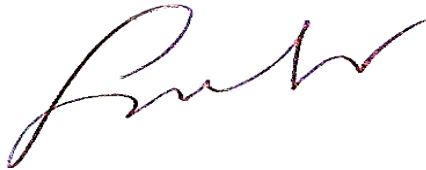





MASENO UNIVERSITY

DOCUMENT TITLE:	PROCEDURE FOR TRAINING HOTEL		
DOC. NO:	MSU/ASA /HTL/OP/01	ISSUE NO:	2
DATE OF ISSUE:	8 TH JUNE, 2018	REV. NO:	1
AUTHOR:	HOD, ECOHIM		
AUTHORIZED BY:	DEPUTY VICE-CHANCELLOR, ACADEMIC AND STUDENTS AFFAIRS	ISSUED BY:	MANAGEMENT REPRESENTATIVE
SIGNATURE:		SIGNATURE:	

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0.1 DOCUMENT CHANGES

	Date	Details of Change		Authorization
	(dd-mm-yy)	Page	Clause/sub clause	Title
1.	08/06/2018	1	Inclusion of Author, Title and issuance by MR on cover page	DVC ASA
2.	08/06/2018	2	Clause 0.2 reviewed to state the procedure shall be available on the University website	DVC ASA
3.	08/06/2018	2	0.1 Inclusion of page and title columns in document change table	DVC ASA
4.	08/06/2018	2-4	Rearrangement of clauses as a result of omission of title that was previously clause 1	DVC ASA
5.	08/06/2018	2	1.0 omission of title.	DVC ASA
6.	08/06/2018	3	3.1 and 3.5 Reference to ISO 9001:2015 and MSU/VC/MR/OP/01 respectively.	DVC ASA
7.	08/06/2018	2	Omission of title hence purpose becomes clause 1	DVC ASA
8.	08/06/2018	All	Change of font type and size	DVC ASA

0.2 DOCUMENT DISTRIBUTION

This procedure shall be available on the University website for authorized users

1.0 PURPOSE:

To ensure first class practical training of Maseno University Hotel and Institutional Management students.

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2.0 SCOPE:

This procedure covers the teaching of practical lessons to all Maseno University students taking Hotel and Institutional Management course.

3.0 REFERENCES:

- 3.1 ISO 9001-2015: Quality Management System requirement.
- 3.2 Maseno University Quality manual
- 3.3 MSU Research Policy
- 3.4 Kisumu Hotel Manual (Reception Standards Operating Procedures)
- 3.5 MSU/VC/MR/OP/01

4.0 TERMS AND DEFINITIONS/ABBREVIATIONS

- 4.1 **ECOHIM** – Ecotourism, Hotel and Institutional Management
- 4.2 **Rotational Training** – Moving an employee from section to section with the purpose being to give interns experience with all organizational activities as a training process.
- 4.3 **Selection** – choosing fit candidates or rejecting the unfit candidate.
- 4.4 **Letter of Acceptance** – written communication from the University administration formally allowing the selected candidates to report for training and outlining all requirements for training.
- 4.5 **Food Handlers Certificate** – permit obtained from the local Authorities Health department after various medical tests allowing trainees to handle any job that involves serving or working around food.
- 4.6 **Personal Accident cover** – insurance policy covering trainees against accidents sustained while working within Hotel premises.
- 4.7 **Orientation** - A function of the mind awareness program done to trainees involving dimensions of time, place and person.

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DATE OF ISSUE	8 TH JUNE, 2018	REV. NO:	1

4.8 **Assessment Interview** – Interview conducted to determine whether an applicant has the potential and attribute to settle and contribute to the hotel.

4.9 **HOD**- Chairman of academic department

5.0 RESPONSIBILITIES

HOD of ECOHIM shall be responsible for the effective implementation of this procedure.

6.0 METHOD

- 6.1 HOD of ECOHIM shall write to the Hotel manager notifying him of the students to train at the hotel in each semester.
- 6.2 The Hotel manager shall receive the names, process and draw up a time a time table in Consultation with the HOD of ECOHIM.
- 6.3 The students shall be introduced and inducted to the hotel by the assigned lecturers and Hotel Manager within one week of reporting.
- 6.4 The students shall sign the attendance list or register for every session.
- 6.5 The students shall carry out practical sessions in their respective sections according to the time table.
- 6.6 The sections supervisors and assigned lecturers shall monitor, supervise and assess the students accordingly.
- 6.7 The students shall write and present a report on the training every semester.
- 6.8 The hotel manager shall write a final report on the students' performance in the semester and forward to HOD of ECOHIM.
- 6.9 A recommendation letter shall be given to the students based on the reports and assessment by supervisors.