



VICE – CHANCELLOR SPEECH

Nakuru County Tourism Association, distinguished guests, trainers, participants, Ladies and Gentlemen. It is my privilege to join you today and commission the trainers of trainers who have been undergoing training in the last one week (24th to 28th May 2021). I am aware that over 600 trainers of trainers from 400 hotels with accommodation within Nakuru County benefited from the training. The trainees were able to gain knowledge in various areas including; Front Office & Guest Relations, Food & Beverages Service, Food & Beverage Production, Housekeeping & Hygiene, Security and Safety.

We are delighted to be part of this noble partnership with Nakuru County Tourism Association (NCTA) that has 1600 hotels and restaurants with over 35000 employees. Kabarak University provided professional training to the trainees. In this we are all building Nakuru county as a team.

Starting from this year 2021, the WRC Safari Rally will be hosted in Nakuru County for the next three years after 19 years of absence. In any destination where major events of global magnitude like WRC Safari Rally are held, Tourism associations and organizations play a critical role in determining the overall success of the event. Tourism products and services such as Food, Accommodation, Transport, Entertainment, Meetings and Guest Experience are majorly what local & international guests will remember long after the event is over. Thus necessitates the importance of this training.

Ladies and gentlemen, as Kabarak University, we appreciate the collaboration with Nakuru County tourism association. This collaboration will be in the area of capacity building and development to the hotel employees in Nakuru County and collaborative research. The university will support in training .Our students will be able to practice in the various hotels as they pursue their education in higher learning and TVET Institute .Training is key to every hotel employee, hotel owners and other investors in the hotel industry. It is of great benefit for each of you to join institution of higher learning like Kabarak University and other institutions to upgrade your knowledge for better and efficient services.

Through learning, better working relations and wide knowledge is generated, which in turn can be used to improve our lives and during such turbulent times that we find ourselves in, help us to understand the challenges and opportunities that exist for us to explore.

I therefore encourage all of you to take up the challenge and go back to class and learn.

Ladies and gentlemen, Innovation and creativity is of essence at this global Covid 19 pandemic that has posed a myriad of challenges in economies, with businesses and hotels being greatly affected and struggling to stay afloat. Organizations now require to put in place innovative strategies to mitigate these challenges in order to survive. The hotel owners and management must be in cognizant of the numerous challenges that face the hotels today and should adopt novel ways to ensure that operations are not affected.

I wish to recognize and appreciate all those who have worked tirelessly to ensure that this event was a success.

Thank you very much the chair, NCTA for honoring me to commission this event.

It is also with great honor that I appreciate all the trainers for facilitating the training.

With those few remarks I wish to thank you so much for coming.

Thank you and God bless you all.

Narrative

“By the power bestowed upon me by Nakuru County Tourism Association, I commission you to serve and train”