


# CURRICULUM VITAE

## 1.1 PERSONAL PROFILE

### 1.1.1 Personal Details

<b>Name</b> : Vincent Nyamari Maranga (PhD) <b>PF NO.</b> : 7546 <b>Department</b> : Hospitality and Tourism Management <b>Designation</b> : Lecturer <b>Email</b> : <a href="mailto:maranga.vincent@ku.ac.ke">maranga.vincent@ku.ac.ke</a> <b>Area of Specialization</b> : Hospitality Management <b>Research Interests</b> : <ul style="list-style-type: none"><li>– Crime and Security in the Hotel Industry.</li><li>– Cultural Nights as a Concept in the Hotels.</li><li>– Ethical Issues in the Food &amp; Beverage Service Innovations.</li><li>– Foodservice Operations and Culinary Arts.</li><li>– Contemporary Issues in the Hotel Industry.</li></ul> <b>Google Scholar</b> : <a href="#">Dr. Vincent Nyamari Maranga - Google Scholar</a> <b>ORCID ID</b> : <a href="https://orcid.org/0000-0002-1927-5966">https://orcid.org/0000-0002-1927-5966</a>	
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### 1.1.2 Academic & Professional Qualifications

Period	Institution	Award
2011 – 2015	Kenyatta University	Ph.D. in Hospitality Management
2002 – 2006	Kenyatta University	MSc. in Hospitality and Tourism Management
1994 – 1998	Technical University of Kenya	Higher National Diploma in Catering & Accommodation Management
2000 – 2001	Kenya Institute of Management	Diploma in Business Management

### 1.1.3 Employment History

Period	Institution	Position
2011 to date	Kenyatta University	Lecturer, Department of Hospitality & Tourism Management
2010-2011	Kenya Wildlife Training Institute	Part-time Lecturer
2007-2010	Kenyatta University University of Nairobi Moi University Mount Kenya University Gretsa University	Part-time Lecturer
2008-2009	Uzuri Institute, Thika	Principal
1999-2002	Kenya Institute of Highways and Building Technology	Head of Department
1988-1993	Nyaguta Secondary School	Untrained Teacher

### 1.1.4 Achievements

- **Curricula development and reviews:** PhD in Hospitality Management, MSc in Hospitality Management, BSc in Hospitality Management, Diploma in Hospitality Management, and TVET Diplomas in Hospitality.
- **Administration responsibilities:** School Examinations Coordinator, Coordinator in Hospitality Programme at Mama Ngina University.
- **Student mentorship and academic Advisory.**
- **Developing blended modules in hospitality management.**

## 1.2 RESEARCH AND PUBLICATIONS

### 1.2.1 Refereed Journals

1. Gitau, J. K., Khayiya, R., & **Maranga, V.** (2024). Meaningful work and job burnout among frontline employees of classified hotels in Nairobi City County, Kenya: Does gender identity matter? *Journal of Global Hospitality and Tourism*, 3(1), 213–229. <https://doi.org/10.5038/2771-5957.3.1.1032>
2. Maringa., L., Khayiya., R., & **Maranga., V.** (2023) Cultural Beliefs on Women Career Advancement in Selected Kenyan Hotels. *Journal of Advanced Engineering and Management Research*, 8(2), 23 – 39. <https://doi.org/10.51505/ijaemr.2023.8203>
3. Gitau., J.K., **Maranga V.** & Khayiya., R.A. (2023). Socio-demographic Factors Associated with Job Burnout among Frontline Employees: A Cross-sectional Study of Classified Hotels in Nairobi City County, Kenya. *International Journal of Advanced Engineering and Management Research*, 8(3), 131- 156. <http://dx.doi.org/10.51505/ijaemr.2023.8310>

4. Ireri, D. M., **Maranga, V.**, & Kamau, B. (2023). Influence of Senior Employees on Improved Performance in Selected 3-5 Star Hotels in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 6(2), 60-77. <https://doi.org/10.53819/81018102t5163>
5. Odawo Linnett, M., **Maranga, V.** & Kamau, B. (2022). Utilization of Integrated Marketing Communication to Create Brand Recognition in Three to Five Star Hotels in Nairobi City County, Kenya. *Journal of Economics, Management Sciences, and Procurement*, 2(1), 85-97.
6. Mwangi, P.N., **Maranga V.**, & Miricho, M. (2022). Analysis of the relationship between the management strategies and Customer satisfaction in the golf clubs in Nairobi City and Kiambu Counties. *International Journal of Advanced Engineering and Management Research*.7(2) 136-147. <http://dx.doi.org/10.51505/IJAEMR.2022.7211>
7. Wanjohi, C. W., **Maranga, V.**, & Kivuva, A. (2022). Influence of Career Development on Employee Retention in 3-5 Stars Rated Hotels in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 5(2), 72-85. <https://doi.org/10.53819/81018102t5144>
8. Kagwiria., L.K., Mugambi., R. & **Maranga., V.** (2022). Roles of Workplace Stressors on Job Performance among Frontline Employees in Selected Star Rated Hotels in Nairobi City County, Kenya. *Africa Journal of Emerging Issues (AJOEI)*, 4(2), 106 – 119. <https://ajoeijournals.org>
9. Were, S.O. & **Maranga, V.** (2022). Hotel facilities' management practices and employee performance in Kenya. *Research in Hospitality Management*, 12(2), 125-131. <https://doi.org/10.1080/22243534.2022.2133069>
10. Were, S.O, Miricho, M.N. & **Maranga, V.** (2021). Pragmatic restaurant tipping in star-rated hotels in Kenya, *Research in Hospitality Management*, 11:3,255-261. <https://doi.org/10.1080/22243534.2021.2006927>
11. Mwangi, P. N., Miricho, M., & **Maranga, V.** (2021). Evaluation of Corporate Governance as a Determinant of Customer Satisfaction in the Golf Clubs in Nairobi City and Kiambu Counties, Kenya. *Journal of Hospitality and Tourism Management*, 4(2), 20-27. <https://doi.org/10.53819/81018102t200>
12. Silas. K.K., **Maranga., V.**, Miricho., M. (2021). Influence of Human Capital Management on Customer Satisfaction in Game Lodges and Safari Camps in National Parks in Uganda. *Stratford Peer Reviewed Journals and Book Publishing Journal of Hospitality and Tourism Management*, 4(1), 1 – 26.
13. **Maranga, V.** (2021). Determinants of Vulnerability of the Hotel Facilities Towards Insecurity by Star Rating: A Comparative Study between Nairobi and Mombasa Counties, Kenya. *Journal of Hotel and Business Management*, 2021.

14. Were, S., Miricho, M., & **Maranga, V.** (2021). Restaurant tipping behaviour and its inspiration on food service empathy: A focus on two- and three-star hotels in Kenya. *International Hospitality Review*, 35(1), 57–69. <https://doi.org/10.1108/IHR-07-2020-0026>
15. Simon O., W., Moses N., M., & **Vincent N., M.** (2021). Foodservice clientele tipping behaviour and its impetus on restaurant service reliability in Kenya. *Journal of Foodservice Business Research*, 24(1), 42–61. <https://doi.org/10.1080/15378020.2020.1834058>.
16. Were, S. O., Miricho, M., & **Maranga, V.** (2020). The Tipping Consequence on Hospitality's Restaurant Food and Beverage Service Responsiveness in Kisumu County—Kenya. *International Journal of Tourism & Hospitality Reviews*, 7(1), 11–19. <https://doi.org/10.18510/ijthr.2020.712>
17. Kobia, P. M., Miricho, M., & **Maranga, V.** (2020). Hierarchical Culture Orientation and Employee Turnover at Private Members Golf Clubs in Nairobi City County, Kenya. *Eastern Africa Journal of Contemporary Research*, 2(1), 15–23.
18. Kamau, B. W., **Maranga, V.**, & Mugambi, R. (2020). A Comparative Study on Psychological Contract and Affective Commitment of Catering Employees between Public and Private Universities in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 3(1).
19. Kamau, B., **Maranga, V.**, Mugambi, R., & Kinuthia, T. (2020). The Mediating Role of Welfare on the Relationship between University Catering Employee's Pride and Loyalty in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 3(1), 55 - 73.
20. Were S, O., Miricho N, M., & **Maranga, V.** (2019). A Customer - Employee Encounter: A Review of Customer Quality Control on Restaurant Food Service. *International Journal of Management, Innovation & Entrepreneurial Research*, 5(2), 1 – 10. <https://doi.org/10.18510/ijmier.2019.521>
21. Kiunga, J. N., **Maranga, V.**, & Kamau, B. (2019). Influence of Customer Cultural Orientation on Service Quality Expectations among 3-5 Star Hotels in Nairobi County, Kenya. *Journal of Hospitality and Tourism Management*, 2(1), 17-40.
22. Were S, O., Miricho N, M., & **Maranga, V.**, (2019). A Review of Hospitality's Restaurant Operations: An Explanation of the Tipping Phenomenon. *Global Journal of Management and Business Research: Administration and Management*, 19(5). Online ISSN: 2249-4588 & Print ISSN: 0975-5853.
23. Were S, O., Miricho N, M., & **Maranga, V.**, (2018). *Study of food security through food waste and loss control mechanism in Kenya. International Journal of Tourism & Hospitality Reviews (IJTHR)*, 5(1), 9-21. <https://doi.org/10.18510/ijthr.2018.512>.

24. Mwangi, P. N., Wandolo, M.A., **Maranga V.**, & Mutisya, M.M. (2018). Evaluating the Food Handlers' Hygiene Practices as Determinants of Customer Choice at Selected African Indigenous Restaurants in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 1(1), 57 - 76. ISSN: 2706 - 6592: <https://doi.org/10.53819>.
25. Adedipe A., **Maranga, V.**, Miricho, M., and Issa A. L., (2018). Influence of Hotel Rating and Regulations Control on Upmarket Hotel Performance in Federal Capital Territory, Abuja, Nigeria. *Journal of Research in Tourism*, 6, 64-69. Published by National Institute for Hospitality and Tourism Management (NIHOTOUR), Nigeria, Abuja.
26. Adedipe A., Miricho, M., & **Maranga, V.** (2018). Hotel Categorization and Professional Association Involvement in Nigeria. *HATMAN Journal of Hospitality and Tourism*, 8(1), 77-82, Published by Hospitality and Tourism Management Association of Nigeria, Kaduna.
27. Were S, O., Miricho N, M., & **Maranga, V.**, (2017). The Role of Culture on Food Choices: A Case Study of Hospitality Clientele in Independent Commercial Catering Outlets. *International Journal of Research in Tourism and Hospitality (IJRTH)*, 3(4), 44- 53. [doi http://dx.doi.org/10.20431/2455-0043.0304005](http://dx.doi.org/10.20431/2455-0043.0304005).

### 1.2.2 University-Level Scholarly Books

- Maranga, V. (2019). *Manager's Perception Towards Security Factors in the Hotel Industry* (1st ed.). LAP LAMBERT Academic Publishing. <https://www.perlego.com/book/3381258/managers-perception-towards-security-factors-in-the-hotel-industry-pdf>

### 1.2.3 Refereed Learning Modules

1. BHT 022: Food Production I (Diploma)
2. HTM 030: Principles of Management (Diploma)
3. HTM 100: Introduction to Hospitality Industry
4. HTM 104: Principles of Management for Hospitality & Tourism
5. HTM 212: Food Production I
6. BHT 315: Food & Beverage Production (Culinary Arts)
7. BHT 415: Hospitality Product Marketing
8. HTM/PGD/704: Project Management in Hospitality & Tourism
9. HTM/PGD/707: Seminar in Hospitality and Tourism Management
10. HTM 810: Events & Conference Management (MSc)
11. HTM 904: Contemporary & Emerging Issues in Hotel Industry (PhD)
12. HTM 907: Global Branding and Luxury Experience Management (PhD)

#### 1.2.4 Reviewed Conference Papers

1. Wanjohi C., M., **Maranga, V.**, & Kivuva, A. (2023). Influence of Career Development on Employee Retention in 3-5 Stars Rated Hotels in Nairobi City County, Kenya. Book of Abstracts, Kenyatta University School of Business, Economics and Tourism. The 5TH International Business Research and Industrial Conference (IBRIC) from 22nd – 23rd June 2023, Theme: Strategic Business Innovations and Policies for Sustainable Social and Economic Development. Sub-theme: Sustainability, Resilience and Adaptation in Hospitality and Tourism Industry.
2. Jennifer M., N., **Maranga, V.**, & Miricho M., (2023). Evaluating the Relationship between Benefit Convenience and Guest Loyalty among Non-Rated Hotels in Murang'a County, Kenya. Book of Abstracts, Kenyatta University School of Business, Economics and Tourism. The 5TH International Business Research and Industrial Conference (IBRIC) from 22nd – 23rd June 2023, Theme: Strategic Business Innovations and Policies for Sustainable Social and Economic Development. Sub-theme: Sustainability, Resilience and Adaptation in Hospitality and Tourism Industry.
3. John A., Khayiya R., & **Maranga, V.**, (2023). Influence of Strategic Human Resource Practices on Revenue Maximization in 3-5 Star-Rated Hotels in Selected Regions of Ghana Book of Abstracts, Kenyatta University School of Business, Economics and Tourism. The 5TH International Business Research and Industrial Conference (IBRIC) from 22nd – 23rd June 2023, Theme: Strategic Business Innovations and Policies for Sustainable Social and Economic Development. Sub-theme: Sustainability, Resilience and Adaptation in Hospitality and Tourism Industry.
4. Doreen I., M., Akinyi., M., & **Maranga V.**, (2023). Examining the Role of Management in Upholding Food Safety Standards in Unclassified Restaurants within Nairobi City County, Kenya. Book of Abstracts, Kenyatta University School of Business, Economics and Tourism. The 5TH International Business Research and Industrial Conference (IBRIC) from 22nd – 23rd June 2023, Theme: Strategic Business Innovations and Policies for Sustainable Social and Economic Development. Sub-theme: Sustainability, Resilience and Adaptation in Hospitality and Tourism Industry.
5. Kobia P., Miricho M., & **Maranga, V.**, (2023). Investigating the Effects of Clan Culture Orientation on Employee Turnover in Nairobi's Private Members Golf Clubs: A Competing Values Framework Approach. Book of Abstracts, Kenyatta University School of Business, Economics and Tourism. The 5TH International Business Research and Industrial Conference (IBRIC) from 22nd – 23rd June 2023, Theme: Strategic Business Innovations and Policies for Sustainable Social and

Economic Development. Sub-theme: Sustainability, Resilience and Adaptation in Hospitality and Tourism Industry.

6. Kamau B.W., **Maranga V.**, & Mugambi R. (2019). Welfare Initiatives and their Roles on Job Stability of University Catering Employees in Selected Universities in Nairobi City County, Kenya. Book of Conference Proceedings of the 2nd International Conference of Machakos University held at Machakos University Hotel between 24<sup>th</sup>-26<sup>th</sup> April 2019. Theme: Supporting Green Growth and Knowledge Economy through Research, Innovation and Technology for Sustainable Development. ISBN Number: 978-9966-117-37-3
7. Waweru B.K., **Maranga, V.**, & Mugambi, R. (2019). Relationship between Employee's Welfare Initiatives and Job Stability of University Catering Employees in Nairobi City County, Kenya. Book of Conference Proceedings of the 1st International Business Research and Industrial Conference on Emerging Trends in Business Management for Global Sustainable Development held at North Coast Beach Hotel between 20<sup>th</sup>-21<sup>st</sup> June 2019. Theme: Supporting Green Growth and Knowledge Economy through Research, Innovation and Technology for Sustainable Development. ISBN Number: 978-9966- 132-53-6@ Copyright. 2019
8. Waweru B.K. **Maranga, V.**, & Mugambi, R. (2019). The relationship between social demographic factors and job stability of university catering employees in Nairobi City County, Kenya. Book of Conference Proceedings of the 1st KUBRIC Conference Kenyatta University Biennial Research and Innovation Conference held between 23<sup>rd</sup> -25<sup>th</sup> October 2019 at Kenyatta University, Kenya, under the theme; Research and Innovation for the Achievement of the SDGs and Kenya's Big Four Agenda.
9. Kamau, W.B., **Maranga, V.**, and Mugambi, R. Psychological Contract and Job Stability: The Place of Welfare Initiatives on Job Embeddedness of University Catering Employees in Nairobi City, Kenya Book of Conference Proceedings of the 6<sup>th</sup> International Conference of Chuka University held at Chuka Main Campus from 6<sup>th</sup>– 8<sup>th</sup> November 2019 under the Theme “Leveraging Entrepreneurial Research and Education for Sustainable Development” Published in 2020
10. Fatima L. Aliya, **Maranga, V.** & Albert C.K (2019). Assessing the effects of price of food and beverages charged on client's satisfaction of banquet services”. 17th Annual National Conference 24<sup>th</sup> - 27<sup>th</sup> September 2019.
11. **Maranga, V.**, Khayiya R., Musumba. L., (2018). Evaluation of the current security standards within the Hotel Facilities; A comparative Study between Nairobi and Mombasa Counties, Kenya. Proceedings of the 2nd International Multidisciplinary Research Conference: date: Monday 5<sup>th</sup>-Tuesday 6<sup>th</sup> November 2018, venue: Grets University, Thika, Kenya: theme: Addressing contemporary societal and organizational challenges. [Proceedings-of-2nd-Grets University-International-](#)

[Multidisciplinary-Research-Conference.pdf \(gretsauniversity.ac.ke\)](#)

12. Kahuthu. J.K. & Maranga. V. (2018). Service Climate and Employee Job Commitment in Quick-Service Restaurants in Nairobi Central Business District, Kenya. Proceedings of the 2nd International Multidisciplinary Research Conference: date: Monday 5th-Tuesday 6th November 2018, venue: Gretsa University, Thika, Kenya: theme: Addressing contemporary societal and organizational challenges. [Proceedings-of-2nd-Gretsa-University-International-Multidisciplinary-Research-Conference.pdf \(gretsauniversity.ac.ke\)](#)

### 1.2.5 Editorship of a Book or Conference Proceedings

- Reviewer, Eastern Africa Journal of Contemporary Research (EAJCR), published by Gretsa University, Thika. [Editorial Team | Eastern Africa Journal of Contemporary Research \(eajcr.org\)](#)

## 1.3 QUALITY TEACHING, LEARNING AND MENTORSHIP

### 1.3.1 Student Evaluations

- Student Evaluation Report. BHT315 (*Percent: 95.17%*), BHT316 (*Percent: 94.83%*), BHT415 (*Percent: 95.86%*)

### 1.3.2 Training in Higher Education

Year	Type of Training
January, 2023	TVET Curriculum and Occupational Standards Development by TVETA
September, 2022	Mental Health, Work-Related Stressors, Personal Financial Literacy, Alcohol and Drug Use Prevention and HIV Prevention
July 2022	Diploma in Secondary Teacher Education Editing Training and Workshop (KICD)
June 2022	FASU Pre-Games International Symposium
April 2022	Editing of Grade 10 Curriculum Designs (Kenya Institute of Curriculum Development [KICD] – <i>from 21<sup>st</sup> to 25<sup>th</sup> April 2022.</i>
May 2021	Culinary Arts – Dubai Expo 2020
October 2019	Grant Writing Workshop – Kenyatta University
June 2019	SPSS Software Training – Kenyatta University

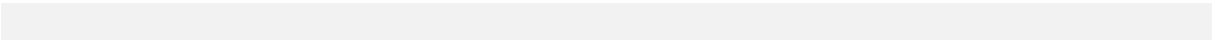


April 2019	Module Development – Kenyatta University
March 2019	Post-graduate Studies Guidelines Development Training and Workshop, School of Hospitality, Tourism and Leisure Studies.
June 2018	Management Development Programmes – Kenya Utalii College
May 2018	Proposal and Thesis Development and Supervision, Koforidua Technical University, Nigeria, in Collaboration with Kenyatta University.
January 2018	Capacity Building Seminar for Staff Mentors, Kenyatta University Directorate of Mentoring Programme.
March 2016	Sustainable Hospitality and Tourism Development in Kenya – Kenyatta University
February 2015	Sustainable Hospitality and Tourism Development in Kenya – Kenyatta University

### 1.3.3 Ongoing Supervisions

#### 1.3.3.1 PhD

S/No.	Institution	Name of Candidate	Title of Thesis
1.	Kenyatta University	<b>Rotich Lucy Chepkoech-</b> T13026385/2019	The mediating effect of employee commitment on organizations' culture and employee Performance within 5-star hotels in Nairobi city county, Kenya.
2.	Kenyatta University	<b>Samuel Irungu Kimungu-</b> T130/13095/2009	Relationship between selection strategies for guest contact with frontline employees and customer service performance levels in selected star-rated hotels in Nairobi City County, Kenya.
3.	Kenyatta University	<b>John Adanse:</b> T130F/21366/2020	Influence of Strategic Management Responses on Revenue Maximization in 3-5 Star Rated Hotels in Selected Regions, Ghana
4.	Kenyatta University	<b>Sylvia Askine Achieng'</b> T130/21859/2022	Health and Wellness Aspects and Guest Loyalty in Classified Hotels in Kwale County Kenya.
5.	Kenyatta University	<b>Michael M. Kisilu</b> T13029580/2014	Influence of Strategic Tourism Marketing Practices on Tour Operator Firms Performance in Nairobi City County, Kenya



### 1.3.3.2 Masters

S/No.	Institution	Name of Candidate	Title of Thesis
1.	Kenyatta University	<b>Caroline Mumbi Wanjohi-</b> T129/OL/CTY/25908/2018	Influence of career development on employee retention in 3-5 star rated hotels in Nairobi County, Kenya.
2.	Kenyatta University	<b>Jimmy Carter Onyango</b> T129/OL/CRY/26396/2019	Operational strategies on customer retention post-COVID-19 pandemic in star-rated hotels in Nairobi city county, Kenya.
3.	Kenyatta University	<b>Agneta Mwangoma-</b> T129/PT/3763/2017	Influence of security measures adopted by 3–5-star hotels on guest satisfaction in Nairobi County, Kenya.
4.	Kenyatta University	<b>Janet Okengaya Tundura-</b> T129/OL/24911/2013	Influence of franchising on the success of fast-food restaurants in Nairobi city county, Kenya.
5.	Kenyatta University	<b>Joan Mbithe Mutiso-</b> T129/OL/CTY/26486/2015	Compensation strategies on employees of star-rated hotels in Nairobi city county, Kenya.
6.	Kenyatta University	<b>Samuel Muthini-</b> T129/PT/25808/2018	Importance of employee training in customer satisfaction in selected 5-star hotels in Nairobi County, Kenya.
7.	Kenyatta University	<b>Stephen Nzelu Muthiani-</b> T129/PT/25807/2018	Role of wellness programs on employee performance in 3-5-star hotels in Nairobi city county, Kenya.
8.	Kenyatta University	<b>Edith Aoko Ojwang-</b> T129/OL/CTY/32267/2016	Human resource management practices and labour turnover intention in 4-5 star rated hotels in Nairobi city county, Kenya.
9.	Kenyatta University	<b>Wyclif Ouma Asadhi-</b> T129/PT/MSA/25165/2012	Influence of employee turnover on hotel performance in selected 2–5-star hotels in Mombasa County, Kenya.
10.	Kenyatta University	<b>Aphline Arian Akello-</b> T129/OL/NKU/27235/2018	Influence of front of front-of-the-house employees towards customer satisfaction and loyalty in star-rated hotels in Nakuru County, Kenya.
11.	Kenyatta University	<b>Samuel Mutinda Muthui</b> T129/PT/25808/2018	Role of Employee Training in Customer Satisfaction in 3– 5 Star Hotels in Nairobi City County, Kenya

12.	Kenyatta University	<b>Dorcus Mwende Ileri</b> T129/37928/201	Influence of Senior Employees on Improved Performance in Selected 3-5 Star Hotels in Nairobi City County, Kenya
13.	Kenyatta University	<b>Doreen Ikala Musakala</b> T29/OL/CTY/32320/2016	Analysis of Food Management Practices and Safe Provision in unclassified Restaurants in Nairobi City County, Kenya
14.	Kenyatta University	<b>Ketem Hillary Kwambai</b> H60/OL/11177/2008	Emergency Preparedness for Guests with Mobility Impairments and Frequency of Visits in Five-Star Hotels in Nairobi County, Kenya
15.	Kenyatta University	<b>Kefah O. Mageto</b> T129/31006/2015	Influence of Outsourcing of on None - Core Functions on Financial Performance of 2-3 Star Rated Hotels in Nairobi City County, Kenya

### 1.3.4 Supervision of Postgraduate Students

#### 1.3.4.1 Masters

S/No.	Institution	Period	Name of Candidate	Title of Thesis
1.	Kenyatta University	2023	<b>Jennifer Muringo Ngatia-</b> T129/OL/23263/2013	Influence of Service Convenience on Guest Loyalty among Hotels in Murang'a County, Kenya
2.	Kenyatta University	2022	<b>Lilian Kagwiria Kinoti-</b> T129/OL/CTY/26876/2015	Roles of Workplace Stressors on Job Performance of Frontline Employees in Selected Star-rated Hotels in Nairobi City County, Kenya
3.	Kenyatta University	2021	<b>Muriira Patrick Kobia -</b> T129/OL/CTY/32842/2016	Organizational Culture Orientations and Employee Turnover Among 18- Holes Private Members Golf Clubs within Nairobi City County, Kenya.
4.	Kenyatta University	2021	<b>Joyce Njeri Kiunga -</b> T129/27663/2014	Service Quality Expectations Among 3-5 Star Hotels in Nairobi County, Kenya
5.	Kenyatta University	2019	<b>Martin Butita Khasebe-</b> T129/OL/23904/2012	Internal Control Measures and Cost Reduction in Housekeeping Departments of 3-5-star Hotels in Nairobi City County, Kenya.

6.	Kenyatta University	2019	<b>Emmanuel Oholi Aduku-</b> T129F/39790/2016	Influence of Food Control Systems on Hotel Restaurant's Performance in Kogi State, Nigeria
7.	Kenyatta University	2018	<b>Haruna Zainab-</b> T129f/33556/2014	Determinants of Job Involvement of Frontline Employees in Classified Hotels. Kwara State, Nigeria
8.	Kenyatta University	2017	<b>Weru Joshua Ngacha-</b> T129/OL/CTY/24101/2014	Business Event Experiences and Influence on International Delegates' Perceived Destination Image and Post-Visit Behavior towards Nairobi County, Kenya
9.	Kenyatta University	2017	<b>Odinga Godfrey Hedga-</b> H60/OL/10968/2007	Crisis Management Policies and Preparedness among Stakeholder Tourism Organizations in Nairobi and Mombasa, Counties, Kenya
10.	Kenyatta University	2017	<b>Dimfwina Nuingkopba Tongshinen-</b> T129F/33551/2014	The Role of Crisis Management in Influencing Visitor's Patronage of Plateau State, Nigeria
11.	Kenyatta University	2017	<b>Fatima Ladi Aliya-</b> T129F/33552/2014	Determinants of Customer Satisfaction of Banquet Services in Hotels in Kaduna Metropolis, Nigeria
12.	Kenyatta University	2017	<b>Julius Kipsang Kosgey-</b> T129/22217/2011	Influence of Facilities Management on Workers Performance in 3-5 Star Hotels in Nairobi County, Kenya
13.	Kenyatta University	2016	<b>Simon O. Were</b>	Cultural Determinants of Food Choices by Hospitality Clientele in Commercial Catering Outlets within Kisumu County, Kenya
14.	Kenyatta University	2015	<b>Irungu Robert Wachira</b>	Determinants of Management Commitment to Application of Green Practices in Four- and Five-Star Hotels Along Kenyan Coast

### 1.3.4.2 PhD

S/No.	Institution	Period	Name of Candidate	Title of Thesis
1.	Kenyatta University	2020 – 2023	<b>John Kahuthu Gitau-</b> T130/39328/2016	Influence of Workplace Well-Being and Job Burnout among Frontline Employees in Classified Hotels in Nairobi City County, Kenya.
2.	Kenyatta University	2019 – 2023	<b>Leah Maringa-</b> T130/ 32813/2015	Organizational culture and women’s career advancement in 3-5star hotels in Nairobi City County, Kenya
3.	Kenyatta University	2019 – 2022	<b>Mwangi Paul Nderitu-</b> T130/27106/2018	Risk Exposure and Management Strategies as Determinants of Customer Satisfaction in Golf Clubs in Selected
4.	Kenyatta University	2017 – 2021	<b>Were Simon Okwach-</b> T130/37189/2017	Tipping Impetus on Food Service Quality in Two- and Three-Star Hotels Within Kisumu County, Kenya
5.	Kenyatta University	2014 – 2018	<b>Abioye Adedipe -</b> T130F/27772/2014	Star Rating Attributes and Accommodation Performance of Upmarket Hotels in Abuja Territory, Nigeria

## 1.4 PROFESSIONAL/CONSULTANCY

### 1.4.1 Networks/Collaborations

Year	Nature of Network/Collaboration
January 2018	KU-KTU Collaboration.
August, 2017	Collaboration between Kenyatta University and Kwara State University, Malete
March, 2016	Stakeholders Workshop, Taita-Taveta University College

### 1.4.2 Editorial Boards/Referees for Professional Periodicals

- Member of Editorial Board – Eastern Africa Journal of Contemporary Research (EAJCR) published by the Greta University – Thika

#### 1.4.6 Membership of Academic/Professional Bodies

- TriNet
- LinkedIn Professional: [Dr. Vincent Maranga \(PhD\) | LinkedIn](#)

### 1.5 ADMINISTRATIVE RESPONSIBILITIES

#### 1.5.1 Recognized University Administrative Positions

- Appointed as a session Chair/Moderator to the IBRIC 2023, the 5<sup>th</sup> International Conference on 22-23 June 2023.
- Appointed as acting Chairman-Hospitality and Tourism Department from February 2022- March 2022.
- Appointment by the Dean to chair the 38th postgraduate Guideline workshop for the School of Hospitality, Tourism and Leisure Studies 2019.
- Appointment by the Chairman as Coordinator of Internship Programmes since 2019.
- Appointment to the School Board of Postgraduate Studies as a member in 2019 to date.
- Appointment by the Dean as the Chairman of the Security and Health sub-committee in 2018.
- Appointment by the Dean as a resource mobilization sub-committee member in 2018.
- Appointment to the Undergraduate Coordination Board Committee in 2018.
- Appointment as Chairman of the Curriculum Committee for the Department of Hospitality and Tourism in 2018 to date.
- Appointment to field trips committee member in the Department of Hospitality and Tourism.2017
- Appointment on research publication and grant writing chairman committee 2017.

#### 1.5.2 Other Responsibilities in the University

##### 1.5.2.1 Appointments

- 2023 – Invited as a trainer to attend Training on TVET Curriculum and Occupational Standards Development by TVETA ON 12<sup>th</sup> and 13<sup>th</sup> January 2023
- 2022-Appreciation by Kenya Institute of Curriculum Development (KICD) for Participating in Editing of Grade 10 Curriculum Designs for Senior Secondary as a panellist for Home and Hospitality Management from 21<sup>st</sup> to 25<sup>th</sup> April 2022
- 2022-Appreciation by Kenya Institute of Curriculum Development (KICD) for Participating in Editing of Grade 10 Curriculum Designs for Senior Secondary as a panellist for Home Science from 3<sup>rd</sup> to 12<sup>th</sup> July 2022.
- 2022- Invited to the Editing of Grade 10 Curriculum Design Workshop by Kenya Institute of Curriculum Development (KICD) at Lake Naivasha Resort, Naivasha, from 20<sup>th</sup> to 24<sup>th</sup> April 2022
- 2022- Appointed by the DVC (Administration) to stand in as Director, Global Tourism Resilience & Crisis Management Centre from 9<sup>th</sup> -11<sup>th</sup> February 2022.
- 2021- Appointed by the Department of Hospitality and Tourism as Culinary Expert

adjudicator with experience in evaluating Chefs for Expo 2020 Dubai Culinary Arts Exhibit – Hosted by Kenya Export Promotion and Branding Agency

- Participated in the Kenya Week Celebrations at Expo 2020 Dubai from 14<sup>th</sup> to 18<sup>th</sup> Feb 2022 as an active and instrumental in supporting Kenya’s participation at Expo 2020 in Dubai, United Arab Emirates
- 2019- Appointed as the Committee Chairman for TIVET Programmes for the Hospitality and Tourism Department
- Appointment by the Dean of the School of Hospitality, Tourism and Leisure Studies as the chairman of the Committee of Research and Publication July 2019
- 2019- Attended a Capacity Building Training Workshop on Collaborations and Partnerships at Kenyatta University
- 2019- Attended 17<sup>th</sup> Annual National Conference from 24<sup>th</sup> to 27<sup>th</sup> 2019 at National Science and Technology Forum (NSTF) College of Science and Technology Kaduna Polytechnic presented a paper Titled “Assessing the Effect of Price of Food and Beverages Charged on Client’s Satisfaction of Banquet Services.”
- 2019- Appointed as an Examiner by DVC (Academics) for Remarking of HTM 219: Legal Aspects in Hospitality and Tourism
- 2019- Appointed as Adjunct Faculty at USIU- Africa to teach HRT 2010: Food Production
- 2019- Certificate of Participation – International University Academic Conference, Leeds, United Kingdom Hotel Star Rating Attributes and Customers’ Satisfaction: Evidence from Upper Market Hotels in Abuja Territory, Nigeria.
- 2018- Appointed as a Facilitator for the First Semester 2017/2018 Growing Leaders Programme: Certificate in Leadership Development and Mentorship.
- 2018 to date- Appointed as a member of the School Linkages and Collaborations Committee
- 2018 to date-Appointed as a member of the School Innovation and Community Outreach Committee
- 2018 to date – Appointed as a member of the Research and Publications Committee
- 2016 -Appointed as a writer of a digital school interactive module for HTM 704: Project Management in Hospitality and Tourism, HTM 707: Seminar in Hospitality and Tourism Management and HTM /PDG 712: Tourism Products and Destination Management

### **1.5.2.2 Local and International Appointments**

- Appointed as Coordinator for Department of Tourism and Hospitality Programmes - Mama Ngina University College October 2021 to date.
- Appointed to represent K.U. by the Dean School of Hospitality and Tourism as a member of the National Culture and Publicity Sub-committee (Expo 2020 Dubai)
- Certificate of Participation – International University Academic Conference, Leeds, United Kingdom Hotel Star Rating Attributes and Customers’ Satisfaction:



Evidence from Upper Market Hotels in Abuja Territory, Nigeria. (2019)

- Part-time appointment as a Lecturer at the Faculty of Applied Science and Technology of Koforidua Technical University from 25th June 2018 to 6th July 2018.
- Appointment as a Lecturer at the School of Business of Bauchi National Polytechnic, Kwara State, Nigeria, on a part-time basis from September 2015 to May 2018
- Appointed as Trainer of the Management Development Programmes at Kenya Utalii College July 2018 theme “On Creating Customer Service Excellence in Food and Beverage Operations through ‘Total Management Involvement.’
- Appointment to the committee on cook time “Kenya **Our Delicacy**” to develop content by the vice chancellor in 2015. Currently being aired on KUTV
- I was recently among 27 researchers involved with the Ministry of Tourism. I undertook research entitled “Impacts of Covid-19 on Tourism in Kenya: The Measures Taken and Recovery Pathways”, which was Submitted in May 2020.
- Undertaken several consultancies in the hospitality industry, Trainer of tailor-made needs in supervisory and management staff both in Catering institutions & hospitality industry. A consultant for CTDLT on their curriculum Programmes.
- Participation in the FASU Pre-Games Symposium Held at Kenyatta University, Nairobi- Kenya, from 2<sup>nd</sup> to 3<sup>rd</sup> June 2022.
- January 2015 to date: *International Centre for Capacity Development (ICCD) K.U.* Trainer for Kenyatta University Catering staff on (a) Food Safety & Hygiene Practices and (b) Food Hygiene Standard Operating Procedures
- Undertaken several consultancies in the hospitality industry, Trainer of tailor-made needs in supervisory and management staff both in Catering institutions & hospitality industry. A consultant for CTDLT on their curriculum Programmes.
- External Examiner – University of Nairobi (Kabete Campus)

### **1.5.2.3 Academic Leadership**

- Appointed by the DVC (Administration & Finance) to act as the Chairman, Hospitality & Tourism Department from 05-16 June 2023
- Nominated to attend training on TVET Curriculum and Occupational Standards Development by TVETA on 12<sup>th</sup> and 13<sup>th</sup> January 2023
- Participated in the Training on Mental Health, Work-Related Stressors, Personal Financial Literacy, Alcohol & drug use Prevention & HIV Prevention on 13<sup>th</sup> & 14<sup>th</sup> September 2022 at BSSC, Kenyatta University
- Invited to attend the Kenya Week Celebrations at Expo 2020 Dubai Feb 2022
- Nominated by the Dean, School of Hospitality, Tourism and Leisure Studies, to Chair a session during the School of Hospitality, Tourism & Leisure Studies Postgraduate Seminar on 9<sup>th</sup> July 2019
- Participated in the school team-building activity in 2019

- Appointment as a Staff Mentor by the DVC (Academic) December 2019
- Participated in the School of Hospitality, Tourism and Leisure Studies workshop on Research Publication and Grant Writing workshop held on 09/10/2019
- Certificate of appreciation in recognition as a facilitator during the School of Hospitality, Tourism and Leisure Studies workshop on postgraduate Studies Guidelines Development on 14/03/2019
- Certificate of Participation in the seminar on entrepreneurship and sustainable development during the School of Hospitality, Tourism and Leisure Studies on 16/03/2016 held at Kenyatta University.
- Certificate of participation in the staff mentors Seminar on 16/3/2016 at Kenyatta University.
- Acted as Chairman Department of Hospitality Management from May 2016 to August 2016.
- Invited as a resource person at a stakeholder workshop to review new programmes at Taita Taveta University College in May 2016.

#### **1.5.2.4 External and Internal Post-graduate Thesis Examination**

##### **1.5.2.4.1 PhD Theses Examined**

1. Success Antecedents for Viable Tourism Planning in Nairobi City County Kenya. Ref No. T130/28654/2014
2. Role of the Brand Perception and Entrepreneurial Self-Efficacy in Influencing Place Brand Equity in Western Kenya Tourism Circuit. Ref. No. T130/29778/2014

##### **1.5.2.4.2 Master Theses Examined**

1. Determinants of Adoption of Halal Tourism Concepts in Star Rated Hotels in Mombasa County, Kenya. Ref. No. M/TH/268/2022
2. Application of Activity-Based Costing on Restaurants' Menu Items to Explore Changes in the Contribution Margin in Mombasa County, Kenya. Ref No. M/TH/003/2019
3. Influence of Marketing Strategies on Domestic Tourists' Flow Patterns to Classified Hotels in Nairobi County, Kenya. Ref. No. T129/OL/24920/2011.
4. Food Handlers' Hygiene Determinants of Customer Choice of African Indigenous Restaurants in Nairobi County, Kenya. Ref. No. T129/OL/23903/2012
5. Influence of Management Contract Catering Services on Customer Satisfaction in Universities in Nairobi City, County Kenya. Ref No. T129/OL/CITY/24845/14
6. Role of Green Practices on Consumer Buying Behavior of 4-5 Star Restaurants in Nairobi County, Kenya. Ref. No. T129/OL/26602/2014
7. Housekeeping Service Quality and Guest Satisfaction in Star Rated Hotels in Nairobi County, Kenya. Ref. No. T129/24866/2011
8. Employee Gender Involvement on Job Performance in Registered Hotels in Kano State,

#### **1.5.2.6 Member of the Board of Examiners**

- MSc Defense on 04/5/2017 Ref. No. T129/MSA/21336/2010
- MSc Defense for Eunice Gathoni Kibiro on 12/07/2018

### **1.6 COMMUNITY ENGAGEMENTS AND OTHER CONTRIBUTIONS**

#### **1.6.1 Research Funding**

- Funds for Innovation in Development (FID) – Ongoing Proposal for Grant
- 2020 -Involved in the Bid Proposal for the U.K. Posterity Fund of £1.2bn (Egerton University & Nairobi University but did not win). On a county level, the programme was to support sector-specific industry-TVET college partnerships. Working in Mombasa County, Nairobi County, Kisumu County, Trans -Nzoia County and Busia County. The programme will focus on the following sectors: Building and Construction, Automotive technology, Agriculture/Agro-processing, Maritime sector, and Hospitality and Tourism sector.

#### **1.6.2 Community Outreach**

- 2022: Thika School for the Blind- Motivational Talk

#### **1.6.3 Professional Affiliation and Portfolios**

- TriNet
- LinkedIn

#### **1.6.4 Recognitions, Awards, and Honors**

2018	Recognition	KU-KTU collaboration
2015	Recognition	Sustainable Hospitality and Tourism Development in Kenya
2000	Award	Kenya Institute of Highways & Building Technology Merit of Award 2000, Best Lecturer of the Year.

#### **1.6.5 Any Other Contribution**

##### **1.6.5.1 Research in Progress**

1. An EKB Model of Restaurant Clientele Purchase Decision-Making Process: A Case of Commercial Eateries within Nairobi City County, Kenya.
2. Food Safety and Hygiene Practices: An Institutional Catering Cycle focus within Secondary Schools in Kisii County, Kenya
3. Hotel Ethical Issues Interns Experiences: An Overview of Kenyan Hotels.

### 1.6.5.2 Appointments

- Computer Skills: M.S. Office (Word, Excel, PowerPoint); Statistical Package for the Social Sciences (SPSS); Internet
- Outstanding Leadership and management skills
- Mentorship capability

### 1.6.5.3 Core Competencies

- Computer Skills: M.S. Office (Word, Excel, PowerPoint); Statistical Package for the Social Sciences (SPSS); Internet
- Outstanding Leadership and management skills
- Mentorship capability

## 1.7 Referees

- **Prof. Judith N. Waudu**, Former Dean of Graduate School  
Kenya. University
- **Prof. Alice Ondigi**, Associate Professor  
Dept of Community Resource Management & Extension  
Kenya University
- **Prof. Elijah R. Gitonga**, Associate Professor  
Dept. of Creation and Sports Management  
Kenya University