

1.1 Personal Profile

1.1.1 Personal Details

Name: Dr. Florence Wanjiku Njau
Title/Qualification: PhD Hospitality Management
Department: Hospitality and Tourism
Designation/Position: Lecturer
Email: njau.florence@ku.ac.ke
Contact Address: P.O Box 16597 – 00620 Nairobi
Area of Specialization: Hospitality



Research Interests: Service Quality and Innovations in hospitality and Tourism industry

Google Scholar: njau.florence@ku.ac.ke

ORCID ID:

<https://orcid.org/0009-0002-4371-2705>

1.1.2 Academic & Professional Qualifications-

- PhD- Hospitality Management. (Kenyatta University 2011-2019)
- Double Masters Degree - International Hospitality Management (MAIHM) – London (Metropolitan University and Stenden University. 2007 – 2008).
- Bachelor of Commerce - First Class (Marketing Option) – (University of Nairobi 2001 – 2005).
- Diploma in Hotel Management (Kenya Utalii College 1984 – 1988).

1.1.3 Employment History- Lecturer, Kenyatta University, Kenya Utalii College- Ag. Director Research & Corporate Planning, General Manager, Utalii Hotel , Deputy GM Utalii Hotel, Food and Beverage Lecture In charge, Sales & Marketing Manager, Sarova Hotels- Ag. Food & Beverage Manager, Deputy Food& Beverage Manager, Assistant Lodge Manager (Sarova Lion Hill Lodge)

1.1.4 Achievements

- Curriculum Development & Review – Kenya Utalii College 2022- 2023
- Review of Curriculum for Bsc Hospitality and Tourism Management - July-Aug 2020 (University of Embu).
- Chairperson- Kenya Ass of Hotel Keepers and Caterers (KAHC), Nairobi Region.
- 55th EUHOFA Congress in Nairobi, Kenya bidding, planning and execution.
- TVET curriculum development, evaluation and validation for hospitality industry as a Sector Skills Advisory Committee Member (SSAC).
- Award - Top 100 Women in Tourism and Travel in Africa, 2017 (atqnews.com).
- Instrumental in the review of the organizational structure, job grading, establishment, career guidelines and review of Human Resources manual for Kenya Utalii College (KUC).
- Development, implementation, monitoring and evaluation of the Strategic Plan for Kenya Utalii College (KUC) 2021-2026.
- Hospitality Consultant for Hotel Rio, Nairobi West (2013-2015).

1.2 Publications

Gikutha, M.L., Njau, F. W., & Jilo, N. (2023). Perceptions on Employee Development and Turnover Intentions of Hotel Employees in Kenyan Hotels Post Covid-19. *Journal of Hospitality and Tourism* ISSN 2789-7052 (Online) Vol.3, Issue 3, pp 54 - 74, 2023

Njau F. W., Post Covid Resilience and Recovery Strategy for Tourism in Developing Countries: Tourism and Hospitality Innovations during the Covid-19 Pandemic. *Journal of Hospitality and Tourism* ISSN 2789-7052 (Online) Vol.3, Issue 2, pp 1 -19, 2023.

Ministry of Tourism Report, June, 2020: Impact of Covid-19 on Tourism in Kenya: Measures Taken and Recovery Pathways June 2020.

Njau, F. W., Mutungi, M.M., Mutinda, R. (2019). An Integrated Servqual and Gap Model in Evaluating Customer Satisfaction in Budget Hotels in Nairobi City County, Kenya. *International Journal of Current Aspects*, Volume 3, Issue II, 2019, PP 41-70, ISSN 2616-69

- 1.2.1 **Refereed Journals-** Njau, F. W., Mutungi, M.M., Mutinda, R. (2019). An Integrated Servqual and Gap Model in Evaluating Customer Satisfaction in Budget Hotels in Nairobi City County, Kenya. *International Journal of Current Aspects*, Volume 3, Issue II, 2019, PP 41-70, ISSN 2616-69

1.2.2 Books and Books Chapters

Njau F. W., “A Guide to Adventurous Tourism”

AJPO publication Link: <https://ajpojournals.org/product/a-guide-to-adventurous-tourism/>

1.2.3 Other Publications

Ministry of Tourism Report, June, 2020: Impact of Covid-19 on Tourism in Kenya: Measures Taken and Recovery Pathways June 2020.

1.3 Conferences/Workshops/Seminars Attended

1.3.1 Conferences Attended

- The 6th International Business Research & Industrial Conference (IBRIC) 27th to 28th June, 2024.
- Sustainable Models for Social Economic Transformation and Development, Kiriri Women’s University of Science and Technology International Inter-Disciplinary Conference 16th to 17th November, 2023.

1.4 Community Service and Other Engagements: Chairperson- Nairobi Region, Kenya Association of Hotelkeepers and Caterers, Member - Sector Skills Advisory Committee (SSAC), Member, Kenya association of Women in Tourism(KAWT) . Deacon- PCEA Evergreen Church, Choir member PCEA Evergreen Church

1.5 Affiliations to Professional Bodies- Kenya Association of Hotelkeepers & Caterers, Kenya Association of Hotel Professionals, Tourism Professional Association (TPA), Marketing Society of Kenya (MSK) , Kenya Association of Women in Tourism (KAWT), National Quality Institute(NQS, KEBS), Institute of Directors, Kenya

1.6 Administrative Positions Held- Ag. Director Research & Corporate Planning, Hotel General Manager, Deputy General Manager, Sales & Marketing Manager, Assistant Lodge Manager

1.6.1 Recognized University Administrative Positions-Hospitality department Industry linkages coordinator

