

1.1 Personal Profile

1.1.1 Personal Details

Name: Dr. Paul N. Mwangi
Qualification: Doctor of Philosophy (Ph.D.)
Designation: Lecturer/ Research Fellow
Email: nderitu.paul@ku.ac.ke
Address: P.O. Box 43844-00100, Nairobi, Kenya.

Area of Specialization

Hospitality Management

Research Interests

- ❖ Food Safety, Hygiene, and Protection.
- ❖ Food and Beverage Operations and Management.
- ❖ Risk Management and Corporate Governance.

Orchid ID: <https://orcid.org/0000-0003-3888-7607>.

Research Gate: <https://www.researchgate.net/profile/Paul-Mwangi->

Google Scholar: [Dr. Paul Nderitu Mwangi Ph.D.](#)



1.1.2 Academic and Professional Qualifications

Institution	Period	Qualification
Kenyatta University	Jan-2019-Dec 2022	Doctor of Philosophy (Hospitality Management)
Kenyatta University	Sept 2014-Dec 2018	Master of Science (Hospitality and Tourism Management)
Kenyatta University	Aug 2007-Dec 2011	Bachelor of Science (Hospitality and Tourism Management)
Nyeri High School	Feb 2002-Nov 2005	Kenya Certificate of Secondary School
Nyeri Plains View	Jan 1994- Nov 2001	Kenya Certificate of Primary Education
KASNEB	July 2018-May 2022	Certified Public Accountants (CPA)

1.1.3 Employment History

Job	Employer	Period
Lecturer	Kenyatta University	Nov 2023-To Date
Lecturer	Zetech University	Jan 2023-Nov 2023
Part-Time Lecturer	Kenyatta University	Aug 2018-Nov 2023
Tutorial Fellow	Zetech University	Jan-2019-Dec 2022
Part-Time lecturer	Mt. Kenya University	Jan 2019-Aug 2022
Graduate Assistant	Zetech University	Mar 2016-Dec 2018
Part-Time lecturer	Co-Operative University	Sept 2014-Dec 2016
Tutor	Zetech College	Jan 2013- Feb 2016
Restaurant Manager	Windsor Golf Hotel & Country Club	Oct 2011-Dec 2013
Untrained Teacher	Nyange Mixed Secondary School.	Jan-2006-May 2007

1.1.4 Achievements and Recognitions

- ❖ Aug 2017: QMS 9001:2015 Transition in the training departments
- ❖ Dec 2014: Excellence in Student Performance- Food and Beverage Production and Service Practice.
- ❖ Dec 2015: Outstanding Performance-Customer Satisfaction.
- ❖ Dec 2016: Best Performance-Principles and Practice, Human Relations, Sales and Marketing.
- ❖ Dec 2016: Extra Mile Award-Second Half of year 2016.

1.2 Publications

1.2.1 Refereed Journals

- Mwangi, P. N.** (2023). Significance of the Environmental Conservation Strategies to Customer Satisfaction in the Golf Clubs in Nairobi City and Kiambu Counties, Kenya. *International Journal of Advanced Engineering and Management Research*.8(2)53-62:
ISSN: 2456-3676: <http://dx.doi.org/10.51505/ijaemr.2022.7805>.
- Mwangi, P. N.** (2022). Level of Hygiene Training and Awareness Among Food Handlers as Determinants of Customer Choice of African Indigenous Restaurants in Nairobi City County, Kenya. *Journal of Hospitality and Tourism Management*, 5(2), 28-40.
ISSN: 2706–6592: <https://doi.org/10.53819/81018102t3064>
- Mwangi, P.N,** Maranga V., & Miricho, M. (2022). Analysis of the relationship between the management strategies and Customers satisfaction in the golf clubs in Nairobi City and Kiambu Counties. *International Journal of Advanced Engineering and Management Research*.7(2) 136-147:
ISSN: 2456-3676: <http://dx.doi.org/10.51505/IJAEMR.2022.7211>
- Mwangi, P. N.,** Miricho, M., & Maranga, V. (2021). Evaluation of the Corporate Governance as a determinant of Customers Satisfaction in the Golf Clubs in Nairobi City and Kiambu Counties, Kenya. *Journal of Hospitality and Tourism Management*, 4(2), 20-27.
ISSN: 2706–6592: <https://doi.org/10.53819/81018102t200>
- Mwangi, P. N.,** Monica A. Wandolo, Maranga V. N., & Mary Mutisya-Mutungi. (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>.

1.2.2 Completed Research Work

- **Dec 2022: Ph.D. Thesis**
Title: Risk Exposure and Management Strategies as determinants of customers' satisfaction in selected golf clubs within Nairobi City and Kiambu Counties, Kenya
- **Dec 2018: MSc Thesis**
Title: Food Handlers' Hygiene Practices as Determinants of Customers' Choice of Selected African Indigenous Restaurants in Nairobi City County, Kenya.

1.2.3 Conference/Workshop Papers

- ❖ **Zetech University: 6th Sustainable Innovations Conference, July 9th to 12th 2024.**
Theme: Innovate, Disrupt, Regenerate: Unleashing the Innovative Power of AI for a Circular Economy.
Conference Paper: Going Green Strategy as a determinant of sustainable development in hospitality establishments within Nairobi Metropolis Area
- ❖ **Kenyatta University: The 6th International Business Research and Industrial Conference (IBRIC), June 27th to 28th, 2024.**
Sub-Theme 1: Green Investment, Climate Change Financing, and Climate Risk Financing and Strategies
Conference Paper: Environmental Conservation Strategies as determinants of Customer Satisfaction in the Golf Clubs within Nairobi City and Kiambu Counties, Kenya.
- ❖ **Zetech University: 5th Sustainable Innovations Conference, July 27th to 28th 2023.**
Theme: Leveraging on Technology for Sustainable Social Economic Development
Conference Paper: Online Brand-Engagement Strategies and Customer Retention in Selected Classified Hotels in Nairobi City County, Kenya.
- ❖ **Kenyatta University: The 5th International Business Research and Industrial Conference (IBRIC), June 22nd to 23rd, 2023.**
Sub-Theme 1: Green Investment, Climate Change Financing, and Climate Risk Financing and Strategies
Conference Paper: Environmental Conservation Strategies as determinants of Customer Satisfaction in

the Golf Clubs within Nairobi City and Kiambu Counties, Kenya.

❖ **Zetech University: 4th Sustainable Innovations Conference, October 24th to 28th 2022.**

Theme: Innovation, Technology and Entrepreneurship for Social Economic Development in the 21st Century.

Conference Paper: Food Handlers Hygiene Training and Awareness as Determinants of Customer Choice of African Indigenous Restaurants in Nairobi City County, Kenya.

❖ **Kenyatta University: Kenyatta University Biennial Research and Innovation Conference, October 22nd to 25th 2019.**

Sub-theme 2: Food and Nutrition security and Kenya's Big Four Agenda

Conference Paper: Assessment of the level of training and awareness regarding food hygiene requirements among employees in African indigenous restaurants in Nairobi City County, Kenya.

❖ **Kenyatta University: International Food Safety Conference, May 20th to 24th 2019:**

Sub-Theme 2: Food safety along the food chain.

Conference Paper: Assessing Food Handlers Hygiene Practices as Determinants of Customer Choice of Selected African Indigenous Restaurants in Nairobi City County.

1.2.4 Other Publications

❖ KCA University: Developed Curriculum for Certificate and Diploma in Food and Beverage Management.

❖ Zetech University: Developed Curriculum for Bachelor of Science in Hospitality and Tourism Management

1.3 Conferences/Workshops/Seminars Attended

1.3.1 Conferences Attended

❖ Zetech University: 6th Sustainable Innovations Conference, July 9th to 12th 2024.

❖ Kenyatta University: The 6th International Business Research and Industrial Conference (IBRIC), June 28th to 29th, 2024.

❖ Zetech University: 5th Sustainable Innovations Conference, July 27th to 28th 2023.

❖ Kenyatta University: The 5th International Business Research and Industrial Conference (IBRIC), June 22nd to 23rd, 2023.

❖ Zetech University: 4th Sustainable Innovations Conference, October 24th to 28th 2022.

❖ Kenyatta University: Biennial Research and Innovation Conference, October 22nd to 25th 2019.

❖ Kenyatta University: International Food Safety Conference, May 20th to 24th 2019.

1.3.2 Workshops Attended

❖ Grant Proposal Writing Training held on February 23rd, 2023 and February 24th, 2023 at Zetech University.

❖ Competency Based (CBC) Training held on August 26th, 2022 at Zetech University.

❖ Setting and Moderation of Online Examinations Workshop held on August 19th -20th 2022 at Zetech University.

❖ TVET/CDACC Trainer of Trainers (ToT) in Competence Based Assessment held between June 8th 2021 and -June 11th, 2021 at Zetech University.

❖ Department of Hospitality and Tourism Curriculum Review workshop held on February 21st 2019.at Kenyatta University.

❖ Pedagogical and Andragogical Training Workshop held August 9th, 2014 at Zetech University.

❖ Transformational Leadership Skills Training held on December 2011 at Kenyatta University.

❖ Mentoring Program, Member, Peer Mentor Seminars held between September 2009 and April 2011 at Kenyatta University.

1.3.3. Seminars Attended

❖ 44th Post Graduate Seminar-Ph.D. Graduates held on December 2nd, 2022 at Kenyatta University

❖ Advanced SPSS Software Training Seminar held on August 2nd, 2019 at Kenyatta University

<ul style="list-style-type: none"> ❖ SPSS Software Training Seminar held on July 13th 2019 at Kenyatta University ❖ Post graduate Students Research Re-tooling Seminar held on May 7th-8th, 2019 at Kenyatta University. ❖ 37th Post Graduate Seminar-Masters' Graduands held on November 28th, 2018 at Kenyatta University.
<p>1.4 Community Service and Other Engagements.</p> <ul style="list-style-type: none"> ❖ March 30th -1st April 2023: Kiambu Institute of Science and Technology. Position: Skills Competition Event Judge, Technical Skills Competition 2023 ❖ Jan/March 2020: Deliverance Church Int, Githurai 45. Building of Sunday School Block. ❖ Apr/May 2010 to date: Equity Bank and Kenyatta University, Community Outreach Program, at Spirit of Mercy Children's Home, Kahawa West, Nairobi.
<p>1.5 Affiliations to Professional Bodies</p> <ul style="list-style-type: none"> ❖ May 24th, 2019 to date: Kenya Association of Food safety and Protection (KAFSAP) Status: Associate Member Membership No: KAFSAP0022A ❖ December 3rd, 2019 to date: Tourism Professional Association (TPA) Status: Affiliate Member Membership No: TPA-A-09-0388-2019
<p>1.6 Administrative Positions Held</p> <p>1.6.1 Recognized University Administrative Positions</p> <ul style="list-style-type: none"> ❖ May 20th-24th, 2024: Kenyatta University, Position: Acting Chair of Department ❖ Feb 13th 2024 to Date: Kenyatta University. Position: Departmental Examination Coordinator- Hospitality and Tourism Management. ❖ Aug 2015-Dec 2017: Zetech University. Position: Head of Department Hospitality and Tourism. ❖ May 2015-Aug 2015: Zetech University, Position: Acting Head of Department Hospitality and Tourism. <p>1.6.2 Recognized University Non-Administrative Positions</p> <ul style="list-style-type: none"> ❖ Feb 12th 2024: Kenyatta University. ❖ Position: Appointed, Chairperson, Departmental Virtual, Open Digital and E-Learning Committee ❖ Feb 7th 2023: Zetech University. Position: Appointed, Member, School Postgraduate Committee. ❖ August 17th, 2022: Zetech University Position: Appointed, ISO 9001:2015 Quality Management System Internal Auditor ❖ Jan 21st 2019: Zetech University. Position: Trainer for the NITA-KYEOP Project ❖ Mar 6th 2017: University Library Advisory Committee, Zetech University. Position: University Library Advisory Committee Member ❖ Sept 10th 2016 to date: E-learning facilitator, Zetech University, Hospitality and Tourism Position: E-learning facilitator, Hospitality and Tourism
<p>1.7 Certifications</p> <ul style="list-style-type: none"> ❖ June 16th-17th 2022: Zetech University. ISO 9001:2015 QMS Internal Auditors Training. ❖ May 15th, 2017: Zetech University. ISO 9001:2015 QMS Documentation Course. ❖ Jan/Feb 2006: Tech skills Computer Training College-Microsoft Application Packages.
<p>1.8 Professional/Consultancy/Collaborations/ External Examiner/Patents</p> <ol style="list-style-type: none"> 1. May 2023-August 2023: KCA University: Position: External Curriculum Developer for Certificate and Diploma in Culinary Arts.

2. May 2019-August 2019: KCA University
Position: External Curriculum Reviewer for Bachelor of Science (Hospitality Management)
3. May 2016-August 2017: Zetech University:
Position: Developed Curriculum for Bachelor of Science in Hospitality and Tourism Management.

1.9 Supervision of Postgraduate Students

1.9.1 Ph. D Thesis Supervision

S/N	STUDENT'S NAME	REG. NO.	TITLE OF THESIS	Level
1	Mary Adusei	T130F/21390/2023	Analyzing the effect of Culinary Experience on Guest Satisfaction and Loyalty in 3-5 Star Hotels in Ghana.	Proposal Development
2	Ndungu David Mwangi	T130/22355/2021	Service Innovation and Hotel Competitiveness in Classified Hotels in Mombasa County, Kenya.	Proposal Development

1.9.2 Masters; Thesis Supervision

S/N	STUDENT'S NAME	REG. NO.	TITLE OF THESIS	Level
1	Mary Nkinga Murungi	T129/20615/2010	An assessment of the impact of Menu Engineering on Profit Maximization among 4-5 Star Restaurants in Nairobi City Country, Kenya.	Data Collection
2	Onyango Atieno Phina	T129/OL/CTY/20990/2022	Cultural elements of restaurant interior decoration on customer experience in 3-5 -star hotels in Nairobi city County, Kenya	Proposal Development
3	Mary Namunyak	T129/OL/CTY/21271/2022	Assessment On the Service Quality on Customer Satisfaction In The Hospitality Industry In Government MDAS Within Nairobi County	Proposal Development
4	Elsie Wachera Kariuki	T129/OL/CTY/26072/2019	Influence of technological innovation on the market performance of star rated hotels in Nairobi City County.	Proposal Development
5	Fredrick Farrah Kimani	T129/MSA/PT/27543/2013	Electronic -Marketing influence on domestic tourism in the star rated hotels in Kwale county, Kenya	Proposal Development
6	Geofrey Mong'are Nyaundi	T129/OL/CTY/20522/2022	Institutionalized Client Retention Strategies and Revenue Performance of Classified Hotels in Kisumu County, Kenya	Proposal Development
7	Norah Eileen Nyakira	T129/12132/2009	Determinants of Diner Response to cuisine in Exclusive Oriental Restaurants and Selected Hotels in Nairobi County, Kenya	Data Analysis
8	Divinah Kemunto Ngare	T128/MSA/PT/26282/2019	Information Communication Technology Adoption and Its Influence on Growth of Serviced Accommodation Facilities in Kwale County, Kenya	Data Collection
9	Samuel Kithu	T129/OL/20196/2020	Hospitality Business Recovery and Digital Transformation During Post Covid -19 Era in Selected Five-Star Hotels Within Nairobi City County, Kenya	Proposal Development
10	Damaris Mutua	T129/28297/2018	Influence of Digital Technologies On Institutional Resilience Amid Crisis in Classified Hospitality Institutions in Nairobi Metropolitan	Proposal Development
11	Immaculate Nduta Karanja	T129/OL/CTY/21272/2022	Service Outsourcing and Organization Performance in Selected Hospitality Outlets in Nairobi City County.	Proposal Development