

## **Curriculum Vitae**

**Dr. Moses N. Miricho**

### **Formal Education.**

- 2008 – 2013                      PHD in Hospitality and Tourism Management.  
Thesis: Yield Management Strategy in Kenya's Town Hotels:  
Opportunities and Scope in Room Stock Management.  
Graduated 20<sup>th</sup> December 2014, Kenyatta University, Nairobi, Kenya.
- 2001 – 2002                      MSc. in International Hospitality and Tourism Management,  
University of Strathclyde, Glasgow, Scotland.

### **Strengths**

Tourism and Hospitality Management Accounting and Finance;  
Food and Beverage Service; Food Production; Food and Beverage  
Service; Hygiene theory and practice in food production and service  
(HACCP); Yield Management in the Hospitality Industry; Strategic  
Management in Hospitality and Tourism.

- 1970 – 1973                      :    1<sup>st</sup> Grade Diploma in Hotel Management – 4 year degree equivalent  
(Utalii College / Lausanne Hotel Management Training School,  
Switzerland).
- 1966-1969                      :    1<sup>st</sup> Division 'O' Level School Certificate. Alliance High School,  
Kikuyu.

### **Other Minor Courses**

- 1990                                :    Certificate in Hygiene for food handlers (with honours) Royal  
Institute of Public Health & Hygiene – Portland Place,  
London. (through British Airways ).
- 1995                                :    Total Quality Management (TQM), Utalii College.

### **British Airways**

- 1988                                :    Aircraft Catering:  
-    Storage Systems  
-    Equipment and Stores Controls  
-    Hygiene Standards and HACCP  
-    Food Product Styles

## **EXPERIENCE**

- 2003 – To date - Lecturer: Hospitality and Tourism Management Department, Kenyatta University.
- 1997 – 2000 - Operated restaurants, first in conjunction with NAS Airport Services, then on my own.
- 1989 – 1997 - Operations Manager, NAS Airport Services. In-charge of all restaurants, all catering operations both aircraft catering, all airport food outlets and other industrial food outlets.

### **Highlights**

- During Kenya Airways re-organization and privatization, was invited to act as the Head of Catering for Kenya Airways on a one year secondment from NAS. Was able to complete the 1<sup>st</sup> phase of streamlining Kenya Airway's In-flight Catering, World wide.
- Upgraded airport food and beverage outlets for Nas, including the Libra House (African Heritage) restaurant on Mombasa road.
- Introduced many quality system changes and conducted many in-house training courses for staff, including hygiene, professional airline catering, and quality customer service.
- 1987 – 1988 - Reservations Administration Manager, Kenya.

### **Highlights**

- Moved British Airways reservations and ticketing office into better premises for better customer service in Mombasa.
- Improved customer service at the Nairobi reservations offices to such an extent that we received a customer service award in recognition.
- 1977-1987 - Catering Manager, Eastern Africa, British Airways.

### **Highlights**

- 1985 - Area of operation extended to include, Harare, Lilongwe and any other offline operation in Africa. (e.g. BA Concorde through Monrovia or introduction of BA standards, Lagos catering).
- 1979 - Awarded the Chairman's Trophy, as British Airways staff of the year.
- 1977 - Joined British Airways as the Catering Manager, Eastern Africa
- 1976 – 1977 - Assistant Manager Safari Park Hotel.
- 1975 – 1976 - Resident Manager, Jacaranda Hotel.
- 1973 – 1975 - Food and Beverage Manager, Mt. Kenya Safari Club.
- 1970 – 1973 - Trainee Manager, Mt. Kenya Safari Club.

## **Highlights**

July 1974 - Promoted to Food and Beverage Manager, Mt. Kenya Safari Club.  
Dec.1973 – Jul.1974 - Trainee Manager, Holiday Inn & Moevenpick Switzerland.

## **REFEREES**

**University College:** Professor Thomas BAUM,  
Scottish Hotel School,  
University of Strathclyde  
Curran Building  
94 Cathedral Street  
Glasgow G41 OLG.

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**Work, Industry:** Alan McKittrick  
Managing Director  
NAS Group  
P.O. Box 19010,  
Nairobi.

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**Lecturer:** Professor Judith Waudo  
Kenyatta University  
Nairobi

**Personal:** Pastor, Keith Underhill,  
Trinity Baptist Church, Donholm  
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