

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 20th 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 : 1st Grade Diploma in Hotel Management – 4 year degree equivalent
(Utalii College / Lausanne Hotel Management Training School,
Switzerland).

1966-1969 : 1st 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 1st 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
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Work, Industry: Alan McKittrick
Managing Director
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P.O. Box 19010,
Nairobi.

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Lecturer: Professor Judith Waudo
Kenyatta University
Nairobi

Personal: Pastor, Keith Underhill,
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