

ERICK KITHINJI MBAEH

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PROFESSIONAL SUMMARY

Established hospitality, tourism and marketing professional trainer with over 10 years' experience with great practical knowledge and proficiency in developing new lessons and activities to expand learning opportunities. I'm a proficient lecturer with progressive skills in developing academic programs, instructing, and assessing students. An acknowledged leader and trainer, committed to integrity, proactive organization and reputable work ethics, with extensive participation in committees and extra-curricular activities

SKILLS

- Training
- Communication
- Academic
- Research
- Administration
- Management
- Recruitment
- Marketing
- Mentorship

EXPERTISE

- Training/Lecturing
- Hotel & Hospitality Management
- Strategy Formulation and planning
- Facility Maintenance
- Service Marketing
- Tourism Management
- Hospitality Management Systems
- Administration
- Staff Supervision
- Housekeeping
- Budget Planning and Allocations
- Staff Management and Supervision
- Solid Waste Management
- Industry Research

EDUCATION

Doctor of Philosophy in Hospitality Management (PhD)

Moi University: 2016 - To date

Proposal: *Managerial Perception and the Effect of Solid Waste Management on Market Positioning Of Selected Hotels in Kwale and Kilifi Counties*

Master of Business Administration MBA – Marketing

Kenya Methodist University: May 2010- July 2012

Thesis (2012): *The Influence of Extended Marketing Mix on Customer's Satisfaction in the Hospitality Industry: A Survey of Classified Non-Star Rated Hotels in Meru Municipality, Kenya.*

Seminar Paper (2011): *Application of E-Marketing Tools in the Promotion of Domestic Tourism in Kenya*

Bachelor of Hotel & Hospitality Management

Moi University: Sep 2005 – May 2009

Senior Project (2009): *Analysis on the effect of seasonality on Hotel Room occupancy: A survey of star rated hotels along Diani Beach, Kenya.*

Computer Applications

Kenya Methodist University: April- Sept 2016

Kenya Certificate of Secondary Education (KCSE)

Meru School: 2001 –2004

PROFESSIONAL TRAINING

2014: Basic Micros Fidelio Property Management System

2018: Instructional Content Development

2019: Competency Based Education and Training

PROFESSIONAL EXPERIENCE

Ag. Chair of the Department

Feb 2020 - Current

Kenya Methodist University: Department of Hospitality and Tourism Management

- Attending Senate Meetings
- Students Recruitments
- Coordinating staff and students
- Lecturers' evaluations
- Budget planning
- Curriculum Developments
- Overall exam coordination

- Course allocation
- Student advisory
- Students Industrial Placement

Assistant Lecturer **May 2014 - Current**

Kenya Methodist University: Department of Hospitality and Tourism Management

- Successfully guided and supervised students from research to publishing thesis papers
- Preparing learning materials, instructing/lecturing and guiding students through course work and practical lessons
- In charge of setting, administering and processing departmental examination results
- Successfully sourced, placed and supervised students on industrial attachment and internship
- Successfully guided open learning and guided students through course work, practicals, and internship
- In charge of Students' career counseling and co-curricular activities like organizing and implementing academic field trips
- Successfully reviewed student's credit transfers for approval

Part- time Lecturer **Jan 2012 – Dec 2016**

Chuka University: Department of Environmental Science

- Prepared learning materials, instructing/lecturing and guiding students through Eco-Tourism and Hospitality Management course work and practical sessions
- Successfully set, administered and processed examination results
- Successfully supervised students on industrial attachment and internship

Part- time Lecturer **Aug 2011 – June 2017**

Kenya Methodist University: School of Business & Economics

- Prepared learning materials, instructed and guided students through Service Marketing course work
- Successfully guided and supervised students' research projects
- Set, administered and processed examination results

Part Time Lecturer **Aug 2009 - March 2014**

Kenya Methodist University: Department of Hospitality and Tourism Management

- Successfully guided and supervised students from research to publishing thesis papers
- Prepared learning materials, instructed and guided students through course work and practical lessons
- Successfully set, administered and processed departmental examination results
- Successfully supervised students on industrial attachment
- Successfully guided open learning and guided students through course work, practicals, and internship

Management trainee April – Aug 2007

Hotel Academia: Moi University

- Oversaw food and beverage production, service and sales and attained the highest sales during my tenure
- Successfully managed the budget planning and allocation process and emerged the best manager recording the highest profits

Management Trainee April – Aug 2007

Baobab Beach Resort & Spa

- I successfully co-led the Food and Beverage Production, Service and Sales Department
- I trained hands on in housekeeping operations; guest rooms, laundry and public areas
- I successfully trained on procurement, receiving and issuing goods

Management Trainee

June- Aug 2008

LTI Kaskazi Beach Hotel

- I was stationed to practice management skills in the overall running of the hotel. This included supervisory roles among others.
- I also managed the front office desk with skills on:
 - Customer service
 - Booking and confirming reservations and receiving guests
- Facility maintenance- Planned for repairs and upgrades
- Procurement: Receiving and issuing goods and processing suppliers payments

SIGNIFICANT ACHIEVEMENTS

Head of Department Representative

Jan 2016 – Current

Kenya Methodist University - Department of Hospitality & Tourism

I correspond with the Head of Department on:

- Budget planning
- Preparing tutorial time table
- Participation in Senate meeting
- Overall exam coordination
- Course allocation
- Student advisory on trimester units' selection, career and mentorship

LIFETIME ACHIEVEMENT

2008 - Best Manager Award

Awarded by the Department of Hotel and Hospitality Management – Moi University

Catering Committee Chairman

May 2016–June 2017

Kenya Methodist University: KeMU Catering Services Management Committee

- Strategic planning to increase customer services and sales
- Budget planning and control
- Staff recruitment

- Developing work guidelines, processes and procedures

Examinations Coordinator

2015- To date

Kenya Methodist University: Department of Hospitality & Tourism

- I clear students to graduate and handle all examination related concerns such as missing marks
- Training members of departmental examination board on quality exam setting & marking
- Receiving and safe keeping of examination drafts
- Chairing examination drafts moderation meetings
- Forwarding drafts to the office of Registrar Academic Affairs for processing
- Coordinating examination drafts proofreading process
- Supervising end of trimester exam administration
- Receiving exam results and monitoring & supervising the online results posting by members
- Chairing the examination results moderation meeting

PUBLICATIONS

Mbaeh, K.E. (2016) - Hospitality Family and Entrepreneurship. *African Journal of Tourism, Hospitality and Leisure Studies*

Bichage, E & Mbaeh, K.E. (2015) - A balanced scorecard approach to measuring performance of five star hotels in Nairobi, Kenya. *African Journal of Tourism, Hospitality and Leisure Studies*: Vol 1 (1) – 2015

Kangai, D & Mbaeh, K.E. (2015) Investigation of peace tourism development potential for product diversification in Laikipia County. *African Journal of Tourism, Hospitality and Leisure Studies*: Vol 1 (1) – 2015

Mbaeh, K.E., Wafula, K. F. & Muny, M.C. (2015) Impact of HIV/AIDS on Hotel Staff Productivity in Kenya: A Survey of Selected Hotels in North Coast. *Journal of Tourism, Hospitality and Sports*, Vol.3, 2015

Mbaeh, K.E (2013) Extended Marketing Mix and Customer's Satisfaction in Classified Non-Star Hotels in Meru Municipality Kenya, *International Review of Management and Business Research* ,_Vol. 2 Issue.3

REFERENCE

<p>Dr. Kenneth Mugambi DEAN, SCHOOL OF BUSINESS and ECONOMICS Kenya Methodist University Cell: 0725825262</p>	<p>Mr. John Kinoti COMMUNITY DEVELOPMENT MANAGER Lewa Wildlife Conservancy Cell: +254721661072</p>	<p>Prof. Simon Thuraira Associate Professor DVC ACADEMIC AFFAIRS Meru University Cell: +254724968157</p>	<p>Dr. Rita Nthiga HOD. Moi University, Department of Hotel & Hospitality Cell: +254 721758459</p>
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