



CURRICULUM VITAE

Contact Details.

Department of Ecotourism, Hotel and Institution Management.

Maseno University

Private Bag

MASENO, KENYA.

Tel. +254 (057) 351622, 351008,351011, Ext. 3256, +254 (0) 0722372792
(Mobile), Email: eotieno@maseno.ac.ke, ockeyohelizabeth@yahoo.com

PERSONAL DATA

Name	Elizabeth Ockeyoh Otieno
Date of birth	17 th May 1960
Place of birth	Kisumu District
Nationality	Kenyan
Marital status	Married

EDUCATION

- 2015-2020** Maseno University
Successfully defended my PhD Thesis entitled:
“Moderating Effect of Social Media use on guests’ Post Purchase Evaluation and Guess’ Loyalty in four and five star hotels in Kenya”
- 2001- 2007** Kenyatta University
School of Hospitality and Tourism Management
Department of Hospitality
M. Sc. In Hospitality and Tourism Management
Research Thesis Title: Post harvest Fish Quality, Safety & Socio Economic Status of Small Scale Fish Traders in Kisumu.
- Supervisors:** Prof.Judith Waudu and Dr. George Orinda: Kenyatta University
- 1994-1996** Kenya polytechnic
Department of Institutional Management:
Higher Diploma in Catering & Accommodation Management. Presented a project paper entitled:
“Equipment Maintenance: A vital tool In The Catering Industry: (Supervisors: Mr. John Awalla Kooro, Mrs. Grace Muthuri.)
- 1981- 1983** Kenya Polytechnic.
Department of Institutional Management:
Ordinary Diploma in Institutional Management
- 1974- 1977** St. Lucy’s Girls Secondary School, Homabay
East African Certificate of Education
Division II.
- 1978-1979** Asumbi Girls High School
East African Advanced Certificate of Education
2 Principle passes

WORK EXPERIENCE

2008 - To date: Maseno University, Department of Ecotourism, Hotel & Institution Management.
Employed as an Assistant Lecturer.

Teaching the following units:

- Introduction to Food and Beverage Production and Service
- Quantity Food & Beverage Production & Service Theory & Practical
- Front Office Operations & Techniques
- Housekeeping I
- Housekeeping II
- Principles of Management
- Diet Therapy
- Kitchen Planning & Organization
- Sustainable Tourism
- Food and beverage management
- Basic Culinary Skills
- Food & Beverage sanitation and safety
- Public relations
- Food and beverage cost control
- Basic culinary skills
- Catering & Cuisine
- Principles of management
- Organizational behavior

2009- 2011

Narok University
Appointed as a Part-Time Lecturer.

Taught the following units:

- Introduction to Tours & Travels
- Introduction to Hospitality Management
- Introduction to Tourism Management

2013 – 2018 **JOOUST University**
Appointed as a part-time Lecturer
Teaching the following units:
 □ Food and Beverage Management
 □ Tourism Resource Management
 □ Tour Guiding operations
 □ Sustainable Tourism

ADMINISTRATIVE RESPONSIBILITIES:

2010- 2016 **Maseno University:**
Coordinator of Second & Third Year students
Education Field Trips in the department of Ecotourism
Hotel and Institution Management

2016 - Date Coordinator of Fourth year students Industrial Attachment in
the Department of Eco Tourism, Hotel & Institution
Management

2016 – To date Appointed as the departmental coordinator for
Eco Tourism, Hotel & Institution Management SSP
programs in Kisumu City campus.

1998- 2007 Maseno University, Department of Accommodation
& Catering Services.
Worked as an Assistant Catering & Accommodation
Officer

2004- 2005 Acted as a Catering Officer

1994- 1997 Worked as a Senior Housekeeper / Cateress

1990- 1996 Worked as a Housekeeper/Cateress

PUBLICATIONS:

- October 2019:** Published a paper on the Effect of Post Purchase Evaluations on Guest Loyalty in 4 & 5 Star Hotels in Nairobi and Mombasa Kenya in **“THE INTERNATIONAL JOURNAL OF BUSINESS & MANAGEMENT”**
- February 2014:** Published a paper in **AJFAND - Kenya** (African journal on Agriculture, Food, Nutrition, Development) entitled **“Effects of Socio – Economic conditions of small-scale traders on safety and quality of Post-Harvest Tilapia”** A study based in **Kisumu”**
- June 2019 and** Published a paper in the International Journal of Business Management entitled **“Effect of Post Purchase Evaluation on Guest Loyalty in 4 & 5 Star Hotels in Nairobi and Mombasa, Kenya”**
- July 2019** Published a paper in the International Journal of Innovative Research and Development entitled **“Effect of Social media Use on Guests’ Post Purchase Evaluation and Loyalty in Four and five star hotels in Kenya: A Quantitative approach”**

CONFERENCES & SEMINARS

- November 2019** Presented a paper on my PhD at a conference at Strathmore University, Kenya entitled **“Moderating effects of social**

media use on guests’ post purchase evaluation and guests loyalty in four and five star hotels in Nairobi & Mombasa, Kenya”

June 2018 Attended a seminar on the development of masters programs for eco - him department at e - campus, Kisumu city campus

June 2000 Attended a seminar entitled “**Evolving trends in Food and Beverage Service management - Satisfying customer needs**” at Kenya Utalii College, Nairobi

December 1995- April 1996:

Field attachment at Grand Regency Hotel, Nairobi

December 1982 – April 1983:

Field attachment at Hotel Boulevard, Serena and Intercontinental Hotels

OTHER APPOINTMENTS:

1996- Present Appointed by Kenya National Examination council as a Technical Assessor, examining the following:
Diploma in Food and Beverage Production Practical
Diploma in Food and Beverage Service Practical
Diploma in Accommodation Operations Management theory & Practical
Craft Certificate in Food & Beverage Production Practical
Craft Certificate in Food & Beverage Service Practical