




**KENYATTA UNIVERSITY
SCHOOL OF HOSPITALITY AND TOURISM
DEPARTMENT OF HOSPITALITY MANAGEMENT
STAFF PROFILE FORM**

<p>Name</p> <p>Mary Mumbua Mutisya</p>	
<p>Title/Qualifications</p> <ul style="list-style-type: none">▪ PhD. Hospitality Management (KU)▪ MSc. Hospitality Management (KU)▪ Bachelor of Education, Home Economics(KU)	
<p>Department</p> <p>Department of Hospitality Management</p>	
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Position

Lecturer

Area of Specialization

Hospitality Operations and Marketing

Research Interests

Corporate Social Responsibility, Green Marketing, Service Marketing, Hospitality Trends

Professional Affiliation

1. Women Educational Researchers of Kenya (Werk)
2. Tourism Researchers International Network (Trinet)
3. Association of Hospitality and Tourism Schools of Africa (AHASA)

Grants and Consultancies

- Consultant with the Kenya Institute of Education, Hospitality and Tourism Curriculum Review
- Consultant with the Kenya National Examinations Council: Technical Examinations setting and marking

Publications

- International Research Symposium in Service Management ISSN 1694-0938; The All-Inclusive Holiday Concept at the Kenyan coast

Recognitions

- Young Researcher Award 2010: International Research Symposium; in Service Management 'Service Imperatives in the new economy'; Hosted By: The Faculty of Law and

Management, The University of Mauritius, Mauritius; August 24-27, 2010, Mauritius

Conference/Workshop Presentations

<i>Conference</i>	<i>Research Paper</i>
International Conference on Business Hospitality and Tourism Management October 12-14, 2011	An Analysis Of The Application Of The All-Inclusive Holiday Concept Away From The Caribbean (2011)- <i>Paper Accepted for Presentation</i>
Indonesia, International Research Symposium In Service Management 2, 2011	A Cost Benefit Analysis of the Time Share Holiday Concept in the Hospitality and Tourism Industry by Mary Mutisya, (2011)- <i>Paper Accepted for Presentation</i>
Indonesia, International Research Symposium In Service Management 2, 2011	Service Delivery In Developing Countries: Gaps Between The Needs Of The Hospitality Industry and Quality of Training by Mary Mutisya, (2011)- <i>Paper Accepted for Presentation</i>
Mauritius, , International Research Symposium In Service Management 1, International Conference 2010	New Service Development for the Emerging ‘Casual Dining Culture’ in a Changing Global Economy by Mary Mutisya, (2010)
Mauritius, International Research Symposium In Service Management1, Conference 2010	The Application of the All-Inclusive holiday Concept at the Kenyan coast by Mary Mutisya, Alice Ondigi (PhD), Rosemarie Khayiya (PhD)- 2010
Kenya, Association of the Hospitality and Tourism Schools on Africa, International Conference November, 2010	An Assessment of the Determinants of Guest Satisfaction and Repeat Patronage among Kenyan Guests Visiting Star-rated Hotels in Mombasa Kenya by Mary Mutisya (2010)
Kenya, Kenya Utalii Annual Conference November 2008	The Paradigm Shift in Eating Trends: An Evaluation of Selected Budget Restaurants in Kenya by Mary Mutisya; Charles Kazungu and Jackline Sagwe, (2010)
Kenya, The Kenya Utalli College Annual Conference November 2008	Women in Hospitality: Challenges and Opportunity: Jackline sagwe, Charles Kazungu, Mary Mutisya and Robert Kuloba, (2009)
Kenya, Kenya Utalii College Annual Conference November 2008	Analysis of eating out habits in metropolitan Nairobi: baseline survey of selected restaurants by Mary

	Mutisya; Charles Kazungu and Jackline Sagwe (2008)
Kenya, Kenyatta University, Annual Postgraduate Seminar	Social Marketing in Food and Beverage Departments: A Case of Selected Star Rated Hotels in Kenya by Mary Mutisya, (2006)
Kenya, Kenyatta University, the 4th Kenya Conference of Kenya Association for Health, Physical Education, Recreation, Sport and Dance (KAHPER-SD), 2002	The Role of Parks in the Utilization and Development of Leisure and Recreation in Kenya: Opportunities and Challenges by Mary Mutisya (2002)