

**HOTEL GUESTS' ATTITUDES TOWARDS TOURISM TRAINING IN MIDDLE LEVEL COLLEGES IN KENYA**

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**ABSTRACT**

The aim of this study was to highlight tourism sector's human resource training and development which depends on middle level colleges (MLCs) in Kenya's tourism sector. With the growing tourism industry in Kenya, however, there has been no study to assess the demonstration of MLC trainees in tourism hotels under the universal changing tourism environment in Kenya. Hence, the study, specifically, attempted to determine the relationship between variables accessible in the hotel (amenities, customer care, cognition; and, effectiveness and efficiency) and satisfaction levels of services offered to hotel guests by tourism trainees in the hotel industry. The study adopted description research designs primarily targeting hotel guests in hotels. A total of 116 questionnaires were administered randomly to hotel guests from 21 randomly selected hotels in Nairobi for the study. Data were collected using questionnaires and interviews and were analyzed using descriptive and inferential statistics including; means, percentages, frequencies, ANOVA and chi-square tests. Findings revealed that most hotel guests were satisfied by 'front office staff services', since it was the only 'service' related to each of the four accessible variables in hotels and which implied that hotel guests were influenced with the employees' warm welcome, friendly nature and better knowledge in solving some of their personal problems. Further, the information center in the 'front office' gave hotel guests full information about the hotels like the availability of brochures. The study recommends that the government coordinates all MLCs tourism training programmes to ensure quality graduates for tourism promotion and development. Finally, further study is to be undertaken to determine security on female hotel guests (amenities) in hotels relating to individual differences among hotel guests.

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**Key Words:** Middle level colleges, hotel guests, tourist hotels, tourist training programmes.

## **INTRODUCTION**

Tourism is a key pillar of Kenya's national economy, contributing more than ten per cent of the country's Gross Domestic Product, and providing a source of livelihood to millions of Kenyans (GoK, 2015). According to the World Bank lack of quality hotels in a country hurts tourism development (World Bank, 2012). Although success has been recorded in the tourism sector in Kenya, sustaining this success requires, safeguarding of existing tourism resources and quality human resource training in MLCs (KNBS, 2013).

Travel and tourism in 2011 globally employed about 8.7 percent of total employment, generating 9.1 percent of total gross domestic product and visitor exports generated US\$1,170.6 billion (5.3 percent of total exports). In developing countries, tourism stimulate various investments and generates revenue to the government (WTTC, 2012). In Kenya, travel and tourism contributed 13.7 percent of the Gross Domestic Product (GDP) and 11.9 percent of the total employment (WTTC, 2012). Additionally, through its multiplier effect, tourism has led to growth of industries such as hospitality, transport, accommodation, entertainment, travel agencies and related services, health and training, among others, that are directly associated with it. Due to competition, hotel guests in Kenya are not getting quality satisfaction from products being offered and as such, hotel guests are switching to other countries like Zimbabwe, Botswana, Swaziland, Tanzania and Uganda which offer similar tourist attractions (World Bank, 2010).

Tourism is a vibrant sector confronted with varied issues like insecurity, professionalism, globalization, technical development and ecological changes (UNWTO, 2000). Consequently, there is need for the advancement of training and the enrichment of qualifications (Anne-Mette & Steen, 2001). Attitudes are formed through one's socialization process which forms values and believes during early age of children hood and later shaped by family, religion among others. Such socialization process affects individual attitudes towards services offered by tourist hotels.

## **Problem statement**

In current years tourism industry in Kenya is undergoing an acute shortage of skilled trainers who are responsible for imparting quality training to learners serving in hotels, but unfortunately high rate of unskilled labour are finding their way to tourism hotels (GoK, 2007). Unless quick solutions are taken the tourism and hospitality sector will find it struggling to compete with other developed countries like South Africa, France and among others leading to poor performance in hotel industry. Despite this, the study is important in assessing the attitudes of hotel guests towards tourism training in MLCs and the implications on tourism development in Kenya. Henceforth, the need to review such curricula to make it relevant to hotel industry for hotel guests to get quality services and expected satisfactions by reducing the gap between what is learnt in MLCs and the hotel industry requirements. Training in modern tourism enterprises has to inculcate the necessary skills required to develop the efficiency and enrich the industry environment such as technology, quality improvement, product development and tourist satisfaction (Ng'ang'a et al., 2013).

### **Objective of the study**

The main objective of this study was to assess hotel guests' attitudes towards the services and performance of middle level colleges' tourism trainees working in tourist hotels.

## **LITERATURE REVIEW**

### **Attitudes of hotel guests towards services in tourist destinations**

In the tourism industry, certain skills have been identified as cross-functional skills like human relations, communications, and courtesy and among others (WTO, 1997). The hotel guests interact with MLCs trainees when they are being offered services in the hotels like accommodation, tour guides and others services.

Employees create and deliver tourism products or services at the point of consumption. The expectations for service standards and service performance depend on the employees' training and education in order to provide quality experiences, since tourist judges the experience holistically during the visit (WTO, 1997). Many tourism services are technologically complex and few are able to judge the technical quality of the service experience provided by staff which is difficult to manage (Law, 2002). Although, MLCs have incorporated technology in their curricula, hotel guests appreciate the importance of technology like booking or ticketing. According to Deming (1982), high quality of services, provides a greater market share and enhances competitiveness among hotels. Such qualities include access, communication, competence, and courtesy. Problems associated with staff like unacceptable treatment of hotel guests, drunkenness and slow performance of services (Law, 2002), will not be tolerated from the staff as they depend on their attitudes.

Studies have shown that tourist satisfaction range from cultural trips (Ross & Iso-Ahola, 1991) to particular destinations (Joppe et al., 2001). In such a case, for hotels to be competitive, their staff should be trained to ensure quality services to hotel guests. According to Johnson et al. (1995), there are two types of satisfaction namely; transaction-specific satisfaction, concerned with individual satisfaction of a particular service experience; and also cumulative satisfaction, which is hotel guests total consumption experience with a service". Cumulative satisfaction is relevant when focusing on the tourist's evaluation of their overall experience at a destination (Foster, 1998). Therefore it is advisable the MLCs curriculum to include both types of satisfaction in order to provide the same services with no disparities in service delivery. Satisfaction is measured by how well leisure activities are perceived to fulfill the basic needs and motives (Crompton & Love, 1995).

### **Hotel guests' perspectives of destinations**

The information needed for the hotel guests comes from various marketing promotional mix such as travel brochures, personal experience and media (Wang & McLee, 2011). Service quality depends on the visitor satisfaction which is the indicator of quality services offered by the trainees (Williams et al., 2010). There are two forms of satisfaction, namely; tourist's personal satisfaction judgment and overall experience, not individual experience (Spreng & Page, 2003).

Hotel guests form expectations about a hotel from marketing promotions. The Marketing dynamics lures the tourist to a hotel and will affect the hotel according to the hotel guests' attitudes. Individual satisfaction is influenced by global factors, which are

beyond the hotel (Foster, 1998). Satisfaction is the assessment of the experience the tourist is looking for in the hotel (Wagar, 1996) while, the quality of experience result from a service provider and managements' contribution by providing the inputs required for the services.

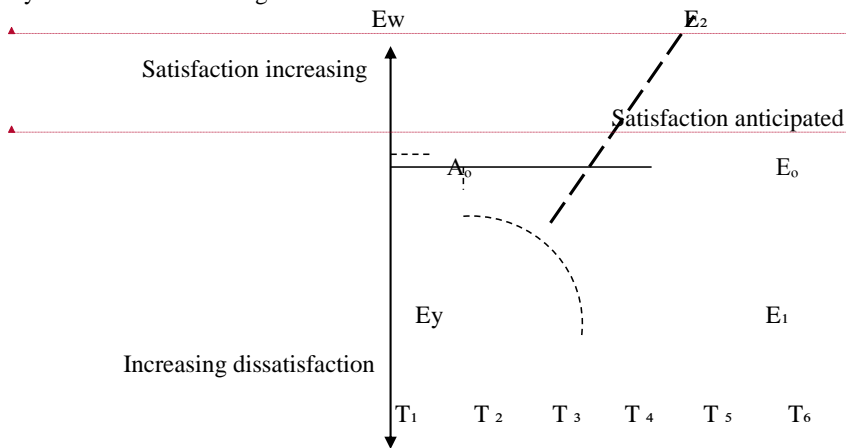
The experience is created by the hotel guests through physical and social settings in terms of attitudes, skills, equipment and among others (Williams et al., 2010), while quality experience are the attributes brought to the hotel by hotel guests. According to Herzberg (1966), quality of experience is classified as a motivational or a hygiene factor, which encourages hotel guests positively to do something in a hotel. On the other hand, hygienic factors do not encourage things to happen but if overlooked will disappoint the tourist to travel to a destination. For example if there is no water it will not discourage a tourist from travelling but will encourage a tourist to choose a different hotel. Professionalism, effective skills, efficiency, and courtesy are characteristics that depend on education and training in order to satisfy hotel guests (WTO, 1997). Training and education becomes viable and influential in raising the professionalism needed in the tourism industry like business, hospitality, management and among others to provide quality services (Sue and Brian, 2001). Various studies have shown that hotel guests view quality of service as a top priority (Barsky and Labagh, 1992). For staff service, quality attributes includes "politeness and friendliness of staff", "efficiency in check-in/out" and "helpfulness of staff" to hotel guests (Choi & Chu, 2000).

#### **Factors influencing hotel guests' satisfaction with services offered by tourism destinations**

According to cooper et al. (1996), there is a vicious circle here, better trained and paid staff offer services to hotel guests leading to greater productivity to the hotel, making the hotel and the country richer, thus benefiting hotel guests, staff and residents. Hotel guests' return reinforces the circle as satisfaction is recognized as a post-purchase construct which is related to how a tourist likes or dislikes a service or product after experience (Woodside & Lysonski, 1989). Pizam et al. (1993) alludes that tourist satisfaction is the result of comparison between "a tourist's experience at the destination visited and the expectation at the destination". The hotel guests depends on the quality of MLCs trainees trained in the hotels industry which leads to more hotel guests to the country, more hotels are developed and finally more MLCs are registered for tourism courses.

Satisfaction is the post consumption evaluation, which is consistent with prior belief and expectations of the consumers of services and products. Dissatisfaction is the outcome when the confirmation does not take place of what was believed and expected before purchase (Law, 2002). In the consumerist gap analysis of travelers' satisfaction (Figure 1) adopted from Law (2002),  $A_0$  = what the tourist anticipates at the time of purchase, which can be low or high and  $E_0$  = experience. Therefore  $A_0 = E_0$ , and this is a measure of management success.  $E_w$  = satisfaction from the tourist, and refers to complements from the hotel guests to the staff.  $E_y$  = when hotel guests are not satisfied.  $T_1, T_2, T_3, \text{ etc.}$  = time when satisfaction occurred and what should be done by that time and how far the degree of dissatisfaction has gone.  $E_1$  = rise in dissatisfaction while  $E_2$  = what the tourist expected (Law, 2002). If the gap between  $E_1$  and  $E_2$  is reduced through proper training by MLCs, then tourist satisfaction will be high. In the study the elements in Figure 1 are

used to help researcher assess the satisfaction of hotel guests with the services rendered by MLC trainees and/or graduates.



**Figure 1: The consumerist gap model**

Source : Adopted from Law (2000)

## METHODOLOGY

The study adopted this descriptive and exploratory research designs which required the use of a questionnaire survey to collect data from sampled hotel guests. The questionnaire survey generates information by use of different tools (Orodho & Kombo, 2002), while exploratory research design explores different phenomenon under study through literature reviews, analyzing experiences and insight-stimulating examples (Kothari, 2010) to enhance service delivery to hotel guests.

The study used simple random sampling technique to select 32 registered hotels in the NCBD (KAHC, 2009). However, convenient sampling method was used to select the 21 hotels for the study which makes more than 50% of the registered tourist hotels (Appendix 1). The study targeted hotel guests present in the selected hotels (Appendix 1) in order to assess their attitude towards the performance and services offered by MLCs trainees/graduates (Appendix I). Nairobi receives 1,164,100 international hotel guests per year in 82 hotels classified as star 1, 2, 3, 4 and 5 ([www.tripadvisor.com/Tourism-9294207-Nairobi-vacations.html](http://www.tripadvisor.com/Tourism-9294207-Nairobi-vacations.html)). Twenty one (21) hotels were selected for the study where eight hotel guests per hotel were targeted totaling to a sample size of 168 selected through convenient sampling. The convenient sampling was used because the population was quite high even for a 10% representation. The technique was used to select hotel guests' who were willing to fill the questionnaire. Although, studies have shown that hotel guests are less willing to engage in research (Sitati, 2007). Ten percent of the 168 hotel guests were selected for piloting using convenient sampling technique.

The study purposively targeted the 5,539 MLCs trainees in Nairobi because according to the Ministry of Education (GoK, 2007, CDLT, 2010), it has 30% of the registered MLCs in the country. Trainees from colleges were selected from those taking tourism training courses. The administrators in charge of the selected 16 MLCs provided the trainees' enrollment registers which were used to generate random numbers using MS Excel 2010.

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The sample of size for trainees was determined by the average of the results of Krejcie and Morgan Table for 5,539 MLC trainees to reduce sampling error giving a sample of 326. In addition, purposive sampling was used to select 10% of the trainees for piloting. A total number of 32 trainees were selected for pilot study. Data was collected using questionnaires and analyzed by using software SPSS.

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## RESULTS AND DISCUSSION

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#### Hotel guests' attitudes towards services and performance of hotel trainees/employees

Hotel guests expressed their opinions on hotel employees using a 5 pointer Likert scale ranging from 1=Very Poor to 5=Excellent (Table 1). As can be seen from Table 1, the Management staff services and Front office staff services had the highest rated percentage by hotel guests. Most hotel guests (64.7%) rated the service offered by the management staff as very good and excellent with only 16.3% rating them as poor and this significantly varied between the respondents ( $\chi^2=40.638$ ;  $df = 4$ ;  $p = 0.000$ ; Table 1). The service by the front office staff was rated as very good and excellent by 62.1% of the tourist respondents while 20.7% rated them as poor and this significantly varied between the respondents ( $\chi^2=50.379$ ;  $df = 4$ ;  $p = 0.000$ ; Table 1).

**Table 1: Satisfaction levels of hotel guests in relation to services offered by hotel staff**

Type of service offered	Very poor		Poor		Good		Very good		Excellent		$\chi^2$	df	p-value
	f	%	f	%	f	%	f	%	f	%			
Management staff services	7	6.0	12	10.3	2	19.	2	25.	4	39.	40.638	4	0.000*
Front office staff services	11	9.5	13	11.2	2	17.	5	45.	1	16.	50.379	4	0.000*
Waiters services	7	6.0	8	6.9	3	31.	3	33.	2	21.	40.379	4	0.003*
Room attendants services	7	6.0	20	17.2	2	21.	4	34.	2	20.	24.086	4	0.001*
Tour guides services	17	14.	17	14.7	2	17.	3	28.	2	25.	9.345	4	0.005*
Drivers services	17	14.	11	9.5	3	26.	3	31.	2	18.	17.966	4	0.001*
Food/chefs services	15	12.	14	12.1	3	25.	2	22.	3	26.	11.500	4	0.002*

\*Significant level at 0.05

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#### Commonality Factor values analysis

An analysis was undertaken to determine the common variance in the data structure. This was after four factors were extracted from each component with the highest values after reduction, namely 'the hotel meets promise of promotion and advertisement at 85.6%' and 'the hotel has modern equipment/facilities at 89.6%'. The lowest items in the four

variables were eliminated for example “Hotel employees understand visitor’s specific needs at 34.1% (Table 2).

**Table 2: Commonalities of feelings of how hotel services are sharing variances of the variables**

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Commonalities	Initial	Extraction 1	Extraction 2
<b>Amenities:</b>			
▲ The hotel has modern equipment/facilities.	1	0.896	0.892
▲ The hotel is safe and secure place	1	0.607	0.659
▲ Hotel has diverse accommodations, facilities and excellent services.	1	0.433	0.416
▲ Hotel employees understands visitors specific needs	1	0.341	Item removed
<b>Customer care:</b>			
▲ The hotel has arranged tourist information centers	1	0.484	0.494
▲ The hotel gives value for money experience	1	0.386	0.399
▲ The hotel meets promise of promotion and advertisement	1	0.856	0.865
▲ The hotel shows sincere interest to answer visitors’ questions	1	0.788	0.794
<b>Cognition:</b>			
▲ Hotel employees shows warm welcome and hospitality to visitors	1	0.569	0.584
▲ Employees of the hotel are friendly	1	0.742	0.772
▲ The hotel has well behaving and friendly drivers	1	0.322	Item removed
▲ Employees in the hotel have competence and problem solving skills	1	0.421	0.461
<b>Effectiveness and Efficiency:</b>			
▲ The hotel is neat and clean	1	0.486	0.491
▲ The hotel provides variety of menu with excellent service.	1	0.346	Item removed
▲ Visitors will get prompt services in the hotels	1	0.514	0.566

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**Relationship between variables and satisfaction of the hotel guests**

The seven types of services offered to the hotel guests were then compared with four satisfaction variables. The means were differentiated using One-way ANOVA. Customer care had five variables except ‘room attendant services’ and ‘drivers’ services’ while cognition also had five variables except ‘management staff services’ and ‘waiters’ services’ variables (Table 3). The results showed that both customer care and cognition had the highest number of services while, the other two variables had only four types of services. The variable ‘Amenity’ was significantly related to ‘front office service’, ‘room attendant services’, ‘tour guide services’ and ‘food/chefs services’. ‘Effectiveness and efficiency’ variable showed significant relationship with the variable ‘management staff service’, ‘front office staff service’, ‘waiter services’ and ‘drivers service’ (Table 3).

The highly rated type of service that was used for satisfaction by hotel guests in the four variables was front office service while management staff services, waiters' services, room attendant service and drivers' service respectively were rated the lowest.

**Table 3: Relationship between Hotel guests' Satisfaction and the Variables**

Services	Agreement	Amenities		Customer care		Cognition		Effectiveness and Efficiency	
		Mean	SD	Mean	SD	Mean	SD	Mean	SD
<b>1. Management staff service</b>	<b>Statistics</b>	<b>F=1.83</b>		<b>F=4.65</b>		<b>F=1.60</b>		<b>F=5.14</b>	
		<b>p=0.133</b>		<b>p=0.185</b>		<b>p=0.281</b>		<b>P=0.001</b>	
	Very poor	4.620	0.81	4.540	0.36	4.604	0.84	4.346	0.56
	Poor	4.552	0.79	4.440	0.48	4.300	0.86	3.689	0.89
	Good	4.583	0.68	4.200	0.55	4.512	0.89	3.854	0.66
	Very good	4.600	0.64	4.152	0.66	4.556	0.75	3.697	0.58
Excellent	4.612	0.60	4.102	0.54	4.565	0.94	4.684	0.69	
<b>2. Front office staff service</b>	<b>Statistics</b>	<b>F=4.85</b>		<b>F=3.12</b>		<b>F=3.54</b>		<b>F=3.96</b>	
		<b>P=0.007</b>		<b>P=0.314</b>		<b>P=0.354</b>		<b>P=0.014</b>	
	Very poor		0		0		0		0
	Poor	4.685	0.56	4.521	0.36	4.654	0.54	3.874	0.21
	Good	3.254	0.64	4.511	0.54	4.600	0.36	3.979	0.65
	Very good	4.202	0.59	4.423	0.51	4.512	0.74	3.885	0.54
Excellent	4.785	0.61	3.895	0.42	4.358	0.85	3.875	0.48	
<b>3. Waiters service</b>	<b>Statistics</b>	<b>F=2.64</b>		<b>F=3.69</b>		<b>F=2.68</b>		<b>F=3.68</b>	
		<b>P=0.009</b>		<b>P=0.078</b>		<b>P=0.254</b>		<b>P=0.028</b>	
	Very poor		0		0		0		0
	Poor	4.696	0.54	3.589	0.97	4.654	0.65	3.887	0.64
	Good	4.684	0.68	3.587	0.54	4.687	0.74	3.948	0.54
	Very good	3.651	0.35	3.987	0.65	4.541	0.54	3.784	0.64
Excellent	4.563	0.65	4.015	0.47	3.879	0.91	3.874	0.51	
<b>4. Room attendants service</b>	<b>Statistics</b>	<b>F=6.57</b>		<b>F=2.58</b>		<b>F=5.45</b>		<b>F=2.154</b>	
		<b>P=0.001</b>		<b>P=0.054</b>		<b>P=0.001</b>		<b>P=0.264</b>	
	Very poor		0		0		0		0
	Poor	4.021	0.56	3.687	0.89	4.565	0.84	3.784	0.56
	Good	3.213	0.57	3.451	0.64	4.549	0.61	3.945	0.43
	Very good	3.854	0.44	3.145	0.71	3.987	0.51	3.845	0.64
Excellent	4.621	0.65	3.954	0.61	4.025	0.85	3.981	0.41	
<b>5. Tour guides service</b>	<b>Statistics</b>	<b>F=14.3</b>		<b>F=9.64</b>		<b>F=13.5</b>		<b>F=0.68</b>	
		<b>P=0.001</b>		<b>P=0.001</b>		<b>P=0.001</b>		<b>P=0.561</b>	
	Very poor	4.784	0.54	3.587	0.78	4.689	0.56	3.942	0.65
	Poor	4.564	0.87	3.785	0.69	4.5124	0.96	3.947	0.84
	Good	4.008	0.66	3.484	0.45	4.687	0.54	3.964	0.56
	Very good	3.889	0.56	3.198	0.63	3.987	0.63	3.789	0.84
Excellent	3.879	0.59	3.745	0.54	4.251	0.84	3.989	0.45	
<b>6. Drivers service</b>	<b>Statistics</b>	<b>F=2.68</b>		<b>F=1.069</b>		<b>F=5.12</b>		<b>F=3.24</b>	
		<b>P=0.154</b>		<b>P=0.515</b>		<b>P=0.002</b>		<b>P=0.654</b>	

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	Very poor	4.985	0.64	3.874	0.78	4.689	0.65	3.974	0.35
	Poor	4.560	0.67	3.458	0.65	4.687	0.51	3.657	0.54
	Good	3.898	0.46	3.745	0.49	3.987	0.61	3.457	0.64
	Very good	4.254	0.54	3.894	0.64	4.615	0.54	3.947	0.59
	Excellent	4.545	0.49	4.0124	0.45	4.681	0.96	3.847	0.54
<b>7. Food/chefs service</b>	<b>Statistics</b>	<b>F=14.5</b>		<b>F=5.64</b>		<b>F=6.25</b>		<b>F=2.19</b>	
		<b>P=0.001</b>		<b>P=0.006</b>		<b>P=0.003</b>		<b>P=0.315</b>	
	Very poor	4.685	0.54	3.987	0.36	3.987	0.85	3.954	0.79
	Poor	4.674	0.51	3.784	0.65	3.587	0.47	3.812	0.78
	Good	4.785	0.66	3.457	0.54	3.874	0.61	3.987	0.56
	Very good	4.625	0.84	3.975	0.63	4.485	0.54	4.451	0.79
	Excellent	4.658	0.65	3.878	0.84	4.293	0.68	4.012	0.54

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### Satisfaction of hotel guests

Independent sample t-test was used to test the means (Table 4).

**Table 4: Satisfaction of hotel guests**

Variables	Trainees			
	Mean score	%	t	p-value
Amenities	4.365	26	-0.836	0.462
Customer care	3.894	23.2	-1.237	0.340
Cognition	4.253	25.4	-2.421	0.036
Effectiveness and efficiency	4.264	25.4	-1.351	0.451

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### DISCUSSION

Tourism services is key to tourism development and satisfaction. These results shows that hotel guests rated the 'management staff' as either excellent or very good (Table 1) which could be attributed to increased level of training from MLCs and quality to attract hotel guests. The 'management staff' service is influenced by two variables namely; 'customer care' and 'effectiveness and efficiency' which are indicators of the quality of services offered to hotel guests. The finding agrees with Cooper et al., (1996) who alludes that management is to plan and develop strategies at destinations for tourist satisfaction while, Dhamodharan et al. (2010) asserts that development of an organization is based on innovative labor force, technology, quality management, and customer satisfaction. Kotler (2003) adds that the 'management staff' under 'customer care' has to provide information necessary for the hotel guests, which involves, public relations, communication skills among others. Since 'management staff service' is rated excellent, this is due to the training programmes offered to middle level managers by MLCs.

Usually, the first impression, to a tourist often provided by the front office matters very much. In this study, "front office" service was rated by majority very good (Table 1). The front office staff acts as a mirror to the hotel by virtual of the services they offer to the hotel guests for example, attending them, giving direction, answering questions about the hotel among others (Table 1). With the information gathered by the hotel guests concerning the quality of services offered by the hotel, encourages the tourist to come

back again to the same hotel and give a reference to other hotel guests who could like to visit the country. The study corresponds with the findings in Hong Kong by Yeung and Leung (2007) that front office staff be aware of their responsibility and be trained and equipped when dealing with hotel guests in the hotels.

Factor loading scores confirmed areas of satisfaction across factors associated with amenities, customer care, cognition, effectiveness and efficiency (Table 3). On average, most hotels had modern equipment/facilities, provided a variety of menu with excellent service, among others in the hotels. The results concurred with the findings by Giles and Campbell (2003), that shortage of relevant and appropriate skills among the employees' leads to poor services to hotel guests in the hotel.

### **Conclusion**

The study concludes that while the services by MLCs trainees were highly ranked, there is need to ensure the MLC are well developed and continue to offer quality training to enhance quality performance in hotel guests' hotels since tourism industry is dynamic with increasing expectations.

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**Website**

[www.tripadvisor.com/Tourism-9294207-Nairobi-vacations.html](http://www.tripadvisor.com/Tourism-9294207-Nairobi-vacations.html).

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**APPENDICES**

**Appendix I: Guests' Hotels within Nairobi's Central Business District**

1) Norfolk Hotel	2) Ole Sereni Hotel
3) Panari Hotel Nairobi	4) Red Court Hotel Nairobi
5) Safari Park Hotel and Casino Hotel	6) Sankara Hotel Nairobi
7) Sarova Panafric Hotel	8) Sarova Stanley Hotel
9) Serena Nairobi	10) Silver Springs Hotel, Nairobi
11) Tribe Hotel	12) Utalii Hotel
13) Windsor Golf Hotel and Country Club	14) Nairobi Serena Hotel
15) Collingham Gardens	16) Crowne Plaza Nairobi

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17) Fairview Hotel	18) Hemingways Nairobi
19) Heron Hotel	20) High Point Hotel
21) Hilton Nairobi	22) Holiday Inn Nairobi
23) Impala Hotel	24) Intercontinental Hotel
25) Jacaranda Hotel	26) Karen Blixen
27) Kenya Comfort Hotels Suites	28) KiviMilimani Hotel
29) Kwaliti Hotel	30) Laico Regency
31) Meltonia Luxury suites	32) Nairobi Safari Club

**Source:** Kenya Association of Hotels and Keepers and Cateress Hotel, Restaurant and Entertainment Guide, 2009.

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