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Invest in training to boost services, hoteliers told

Hospitality players have been challenged to invest in training their staff to improve services. "We must support our employees to upgrade their skills as we seek to raise standards and this is particularly important for the tourism sector," said Kenya Utalii College principal Hashim Mohamed (above). He said training was the most effective tool to boost Kenya's tourism and hospitality sectors so they can realise profitability. He said they would partner with county governments to offer two-week refresher training for hospitality and tourism industry staff. "Time has come for hoteliers to invest in the human resources aspect to create a pool of skilled workers."

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