

## Tourism sector needs stringent certification

The tourism sector is a key pillar of the national economy. Human resource development is therefore a cornerstone of the sector since quality service is a function of training. All training activities should be handled in a very professional manner. Allowing institutions to operate in a haphazard manner is unacceptable.

Unlike other major sectors of the economy which have referral institutions that offer professional certifications for practitioners in the respective sectors, the tourism sector has none.

Hospitality and tourism education is highly liberalised giving the trainers a leeway to set, examine and certify practitioners. The net result is compromised quality of training. Hence, poor service delivery to the guests.

Given the contribution of the sector to the economy and the international clientele who visit the country, there is a strong basis for instilling professionalism in the tourism through stringent certification.

Anyone interested in practicing as a tourism expert will be required to undergo a professional exam and thereafter be certified upon sitting and passing them. Prior to sitting the exams, it will be mandatory for one to have taken a certain prescribed number of units.

Kenya is lucky to have a premier hotel school, the Kenya Utahi College. The institution has a long history of excellence in hospitality and tourism training.

**BENARD AMANA, via email**

your office designer or architect gets the lighting levels correctly. Both natural daylight systems and indirect lighting systems not only reduce electrical energy consumption but also create a more pleasant office environment by providing glare free and natural lighting.

Break out areas for staff should also be designed with more space and a variety of seating options. Being social areas, they should be designed with more colour and vitality. The idea is to create indoor space that does not look like an office and is a fun place. It does not need to be expensive. If our home built environment is good, then we would all rush home to relax. Unfortunately, many home spatial qualities have deteriorated to an alarming degree. It's time we worked to create a different, friendlier and healthier architectural space for the benefit of our well-being.

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