



# THE TECHNICAL UNIVERSITY OF KENYA

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NAME: DR JOSEPHINE ATIENO OPONDO

|                      |  |
|----------------------|--|
| Faculty:             | Kenya Poly(Before 2009)                          |
| School:              | Kenya Poly(Before 2009)                          |
| Department:          | Hotel and Institutional Management               |
| Current Designation: | Lecturer, HOSPITALITY AND LEISURE STUDIES (DHLS) |
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| Consultation Hours:  | 8AM-5PM MON - FRI                                |



## EDUCATION

| LEVEL                      | QUALIFICATION NAME                      | INSTITUTION  | YEAR |
|----------------------------|---|--|------|
| Doctor of Philosophy (PhD) | HOSPITALITY MANAGEMENT                  | KENYATTA UNIVERSITY(Kenya)                           | 2014 |
| Masters of Science (M.Sc.) | HOSPITALITY AND TOURISM MANAGEMENT      | KENYATTA UNIVERSITY(Kenya)                           | 2008 |
| Bachelor of Science (BSc)  | HOTEL AND RESTAURANT MANAGEMENT         | UNITED STATES INTERNATIONAL UNIVERSITY (USIU)(Kenya) | 2002 |
| Higher Diploma             | CATERING AND ACCOMMODATION MANAGEMENT   | KENYA POLYTECHNIC (Kenya)                            | 1998 |
| Diploma                    | SCIENCE EDUCATION                       | MOI TEACHERS COLLEGE(Kenya)                          | 1990 |
| A Level/Equivalent         | KENYA ADVANCED CERTIFICATE OF EDUCATION | NGARA GIRLS HIGH SCHOOL(Kenya)                       | 1987 |
| O level/Equivalent         | KENYA CERTIFICATE OF EDUCATION          | PANGANI GIRLS' SCHOOL(Kenya)                         | 1985 |
| KCPE/Equivalent            | CERTIFICATE OF PRIMARY EDUCATION        | MATHARI PRIMARY SCHOOL(Kenya)                        | 1981 |

## WORK EXPERIENCE

| PERIOD                | INSTITUTION      | POSITION           |
|-----------------------|------------------|--------------------|
| 01/12/2015 - ON GOING | TUK              | LECTURER           |
| SEP 2011 - JULY 2014  | PWANI UNIVERSITY | ASSISTANT LECTURER |
| 05/07/2014 - 2016     | PWANI UNIVERSITY | LECTURER           |

## GENERAL STATEMENT ON RESEARCH AREAS

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**CURRENT RESEARCH PROJECTS**

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**SELECTED PUBLICATIONS**

| <b>TITLE</b>  | <b>LINK TO PUBLICATION</b>  | <b>YEAR</b> |
|---|-----------------------------|-------------|
| SERVICE QUALITY IN AFRICAN RESTAURANTS: ASSESMENT OF SERVICE QUALITYB AS PERCEIVED BY CUSTOMERS IN FIVE STAR RESTAURANTS IN NAIROBI, KENYA. | <a href="#">View online</a> |             |

**POSTGRADUATE STUDENTS SUPERVISION**

| <b>NAME</b> | <b>PROJECT TITLE</b> | <b>PERIOD</b> |
|-------------|----------------------|---------------|
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**COURSES TAUGHT**

| <b>NAME</b> | <b>DESCRIPTION</b> | <b>PERIOD</b> |
|-------------|--------------------|---------------|
| ..          | ...                | ... - TO-DATE |

**PROFESSIONAL AFFILIATIONS AND SOCIETIES**

| <b>TITLE</b> | <b>INSTITUTION</b>                     |
|--------------|--|
| MEMBER       | DOCTORAL ASSOCIATION OF EASTERN AFRICA |
| MEMBER       | TOURISM PROFESSIONAL ASSOCIATION       |