

CURRICULUM VITAE

1.1 PERSONAL PROFILE

1.1.1 Personal Details

Name: Dr John Kahuthu Gitau

Title/Qualification: Doctor of Philosophy (Hospitality and Tourism Management)

Department: Hospitality & Tourism Management

Designation/Position: Lecturer

Email: gitau.john@ku.ac.ke

Contact Address: P.O Box 43844-00100 Nairobi, Kenya

Area of Specialization:

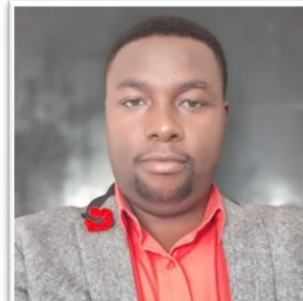
- Hospitality and Tourism Management

Research Interests:

- Service innovations in the hospitality industry
- Human resource issues in the hospitality industry
- Sustainable/green practices in the hospitality industry
- Hospitality academia and industry linkages
- Hospitality financial accounting and management
- Revenue management in the hospitality industry
- Statistics
- Data handling and management
- Digital transformations in the hospitality industry

Google Scholar: John Kahuthu Gitau

ORCID ID: <https://orcid.org/0000-0002-4182-4132>



1.1.2 Employment History

1.1.2.1 Full-Time

Employer	Period	Title
Kenyatta University	Dec. 2023 to date	Lecturer
Kenyatta University	Sept. 2019 to Dec. 2023	Tutorial Fellow
Gretsa University	Aug. 2012 – Aug. 2019	Assistant Lecturer

1.1.2.2 Part-Time

Employer	Period	Title
Mama Ngina University College	Sept 2023 to date	Part-time Lecturer
Kenya Methodist University	2013 - 2016	Part-time Lecturer
Lari Secondary School	2006 – 2011	Part-time Tutor

1.1.3 Academic & Professional Qualifications

Institution	Period	Qualification
Moringa Data School	2024 – to date	Certified Data Scientist and Analyst
Kenyatta University	2020 – 2023	Ph.D. (Hospitality Management)
Kenyatta University	2012 – 2016	MSc. Hospitality & Tourism Management
Kenyatta University	2007 – 2011	BSc. [Hons.] Hospitality and Tourism Management
Lari Secondary School	2000 – 2005	KCSE, B plus, 73 points
Mukeu Primary School	1993 – 2000	KCPE, 338/700 Marks

1.1.4 Academic Achievements

- Full Postgraduate Scholarship (MSc.) - Kenyatta University.
- BSc (Hons) (Hospitality and Tourism Management) - Kenyatta University

1.2 PUBLICATIONS

1.2.1 Refereed Journals

1. **Gitau, J. K.**, Khayiya, R., & Maranga, V. (2024). Meaningful work and job burnout among frontline employees of classified hotels in Nairobi City County, Kenya: Does gender identity matter? *Journal of Global Hospitality and Tourism*, 3(1), 213–229. <https://doi.org/10.5038/2771-5957.3.1.1032>
2. **Gitau, J. K.**, Maranga, V., & Khayiya, R. (2023). Socio-demographic Factors Associated with Job Burnout among Frontline Employees: A Cross-sectional Study of Classified Hotels in Nairobi City County, Kenya. *International Journal of Advanced Engineering and Management Research*, 08(03), 131–156. <https://doi.org/10.51505/ijaemr.2023.8310>
3. Apreh, G., **Gitau, J. K.** & Agbenyeke, L. (2019). Work Design Characteristics as Drivers of Employee Job Satisfaction in Budget Hotels in Eastern Region of Ghana. *Africa Development and Resources Research Institute (ADRRI) Journal*, 28(3), 77-89.
4. **Gitau, J. K.** & Apreh, G. (2018). Aspects of Electronic Customer Relationship Management and Guest Satisfaction: A Perspective of Classified Restaurants in Nairobi City Kenya. *International Journal of Research in Business, Economics and Management*.
5. **Gitau, J. K.** & Njeri, S.M. (2017). Work-Placement Experiences and Post-Experience Behavioral Intentions of Hospitality Undergraduate Students Enrolled in Universities Within Nairobi Metropolis Kenya. *International Journal of Advanced Engineering and Management Research*, 2(5), 1676 - 1691.
6. **Gitau, J. K.**, Gesage, B. & Mugambi, R. (2017). Underlying Determinants of Career Decision Making of Hospitality Undergraduate Students Enrolled in Universities Within Nairobi Metropolis Kenya. *International Journal of Social Sciences and Information Technology*, 3(4), 2091- 2106.

1.2.2 Conference/Workshops/Seminar Papers

1.2.2.1 Conference Papers

Gitau, J. K. & Maranga, V. (2018). Service Climate and Job Commitment among Employees of Quick-Service Restaurants in Nairobi City, Kenya, presented at **2nd International Multidisciplinary Research Conference, Grets University, Thika.**

Gitau, J. K., Nyokabi, K., & Karani, C.W. (2017). Customer Orientation of Service Employees and Guest Loyalty in Full-Service Restaurants in Thika Town Kenya, presented at **1st International Multidisciplinary Research Conference, Grets University, Thika.**

Kathure, F.M. & **Gitau, J. K. (2017).** Influence of Service Convenience on Customer Loyalty in Commercial Banks: A Case Study of Equity Bank, Kirinyaga County Kenya, presented at **1st International Multidisciplinary Research Conference, Grets University, Thika.**

Irungu, P. & **Gitau, J. K. (2017).** Perceived Price and Brand Image on Customer Loyalty in Fast Food Restaurants in Nairobi City Kenya, presented at **1st International Multidisciplinary Research Conference, Grets University, Thika.**

Kariuki, C. & **Gitau, J. K. (2017).** Food Quality on Customer Satisfaction and Behavioral Intentions at Classified Restaurants: A Case Study of Carnivore Restaurant Nairobi City County Kenya, presented at **1st International Multidisciplinary Research Conference, Grets University, Thika.**

1.2.2.2 Workshops Papers

Post-graduate Student's Data Analysis Capacity Building Workshop held on 12th – 13th July 2019 at Kenyatta University. Title of Presentation: **Quantitative Data Analysis using SPSS Statistics.**

Staff Capacity Building Workshop held at Grets University on 30th April, 2018. Title of Paper: **Attaining Effective Customer Service at Grets University.**

Staff Capacity Building Workshop held at Grets University on 30th April, 2018. Title of Paper: **Appropriate data analysis in academic research projects (Using SPSS).**

Staff Capacity Building Workshop held at Grets University on 2nd January, 2018. Title of Paper: **Setting Quality Examination Items—Application of Bloom's Taxonomy.**

Staff Capacity Building Workshop held at Grets University on 3rd May, 2016. Title of Paper: **Creating and Maintaining Working Teams.**

Staff Capacity Building Workshop held at Grets University on 3rd May, 2016. Title of Paper: **Guiding Effective Research.**

Staff Capacity Building Workshop held at Grets University on 30th January, 2015. Title of Paper: **Developing Quality Teaching Course Outlines.**

Staff Capacity Building Workshop held at Grets University on 29th September, 2014. Title of Paper: **Delivering Excellent Customer Service.**

1.2.3 Student Co-authored Publications

Publication in a peer refereed journal:

Ndunda, J.M. & **Gitau, J. K.** (2018). Dining Service Quality on Guest Loyalty at Severin Sea Lodge, Mombasa, Kenya. *International Journal of Advanced Engineering and Management Research*.

Paper presented in a Conference:

Gitau, J. K. & Atira, J.M. (2018). Workplace Stressors and Job Engagement of Frontline Employees at Gelian Hotel, Machakos Town, Kenya, presented at **2nd International Multidisciplinary Research Conference, Grets University, Thika.**

1.2.4 Other Publications

1.2.4.1 Distance Learning (Blended) Modules (while at Kenyatta University)

1 Statistics for the Hospitality and Tourism Industry	2 Introduction to financial accounting for the Hospitality and Tourism Industry
3 Food production and service	4 Financial Management Accounting for the Hospitality and Tourism Industry

1.2.4.1 Distance Learning Modules (while at Grets University)

1. Convention Management	2. Travel Agency Management
3. Hospitality Sales & Advertising	4. Front Office Management
5. Hotel Reservations Systems	6. Cultural and Heritage Tourism
7. Hospitality & Tourism Research Methods	8. Tour Guiding and Techniques
9. Food and Beverage Control	10. Tourism Principles, Philosophies & Practices
11. Food & Beverage Management	12. Customer Care Service in Hospitality and Tourism
13. Introduction to Travel and Tour Operations Techniques	14. Tourism Planning and Development
15. Hospitality and Tourism Leisure & Recreation Management	16. Hospitality Financial Management
17. Tour Operations Management	18. Basic Statistical Methods in Hospitality and Tourism
19. Legal Aspects in Hospitality and Tourism	

1.3 Conferenced/Workshops/Seminars Attended

1.3.1 Workshops Attended

Date	Nature of Workshop	Venue	Title
7 th and 8 th Nov. 2018	Capacity building workshop	Karatina University	• IFITTtalk@Nairobi 2019: Transformative Technologies in Hospitality and Tourism
27 th Aug. 2018	Staff capacity building	Gretsa University	• Counselling HIV/AIDs infected and affected in educational institutions • Emotional intelligence: Social Skills for Cordial Work Relations
30 th Apr. 2018	Staff Capacity Building	Gretsa University	• Effective management of organizational growth
2 nd Jan. 2018	Staff Capacity Building	Gretsa University	• Work operations/flow • What to do in case of fire
8 th Sept. 2017	Staff Capacity Building	Gretsa University	• How to use the electronic resources subscribed by the University for research
28 th Aug. 2017	Staff Capacity Building	Gretsa University	• Proposed University organizational culture • First Aid
31 st Aug. 2016	Staff Capacity Building	Gretsa University	• Power and Politics in Organizations • Summative course evaluation
3 rd May 2016	Staff Capacity Building	Gretsa University	• Organization communication
24 th Sept. 2015	Quality Assurance	Gretsa University	• e-resources, referencing tools and institutional repository
11 th - 16 th Apr. 2011	Growing Leaders Programme Initiative	Kenyatta University	• Transformational Leadership Skills

1.3.2 Seminars Attended

Sustainable Tourism and Travel Agenda (STTA)/Young Change Makers Inter-Universities Students' Seminar on **Forest and Mountain Tourism** held at Chuka University on 29th February, 2020.

1.4 Professional/Consultancy (Editor/Peer review in journals, Networks/Collaborations, External Examiner, Patents)

1.4.1 Professional Qualifications

Proficient in usage and administration of:

- Statistical Package for Social Sciences (SPSS): Statistics, AMOS, and LISREL
- MS Word, MS PowerPoint, MS Access, MS Excel, MS Outlook and MS Publisher

- (iii) Graphic Design Software (CorelDraw, Adobe Photoshop, Adobe Illustrator, Adobe PageMaker, and Adobe InDesign).

1.4.2 Editor in Journal

- Managing Editor of Eastern Africa Journal of Contemporary Research (EAJCR) ISSN (Online: 2663 – 7367; Print: 2663 – 7359)

1.5 Community Service and Other Engagements

- Community Outreach at Ilbissil Primary School, Kajiado. Catering to the needs of Maasai Girls rescued from FGM and Forced Marriages.

2.1 ADMINISTRATIVE POSITIONS HELD

2.1.1 Recognized university administrative positions

Position	Place	Duration
Examinations Coordinator; Department of Hospitality and Tourism Management	Kenyatta University	October 2022 to date
Chairperson of the University Marketing committee	Gretsa University	10 th January 2012 to August 2019
Distance Learning Coordinator	Gretsa University	25 th January 2012 to September 2019
University Research Coordinator	Gretsa University	8 th March 2013

ACADEMIC REFEREES

Dr Edgar Ndubi

Chairperson (Dept. of Hospitality and Tourism Management
Kenyatta University (KU)
P.O Box 43844, Nairobi, Kenya

Dr. Vincent Maranga

Lecturer (Hospitality and Tourism Department)
Kenyatta University (KU)
P.O Box 43844, Nairobi, Kenya