



This is to certify that

**MERCY CHEPKEMOI**

having satisfied all the requirements  
was awarded the Degree of

**Bachelor of Science in Tourism  
Management**

**First Class Honours**

at a congregation  
held at this University on the  
Twenty Sixth day of May  
in the year Two Thousand and Twenty Two

Vice Chancellor



Deputy Vice Chancellor  
(Academic & Student Affairs)



PB02/PU/40791/17

16972





### Undergraduate Academic Transcript

Name of Student: **MERCY CHEPKEMOI**

School: Business and Economics

Degree Programme: Bachelor of Science in  
Tourism Management

Registration No. PB02/PU/40791/17...

Date of Admission: September 2017...

Year of Study: .....One.....

Academic year: ...2017/18.....

| Serial number | Subject/ Course | Descriptive title course                            | Academic Hours | Grade |
|---------------|-----------------|---|----------------|-------|
| 1             | PTM B101        | TOURISM GEOGRAPHY                                   | 45             | B     |
| 2             | PHM B101        | INTRODUCTION TO THE HOSPITALITY & TOURISM INDUSTRY  | 45             | B     |
| 3             | PHM B102        | TOURISM PRINCIPLES, PHILOSOPHIES AND PRACTICES      | 45             | A     |
| 4             | PHM B103        | PRINCIPLES OF HOUSE KEEPING AND LAUNDRY OPERATIONS  | 45             | B     |
| 5             | PHM B104        | FUNDAMENTALS OF FOOD AND BEVERAGE PRODUCTIONS       | 45             | C     |
| 6             | PHM B105        | FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE           | 45             | C     |
| 7             | UCU B101        | DEVELOPMENT STUDIES                                 | 45             | A     |
| 8             | UCU B107        | ETHICS AND INTEGRITY                                | 45             | A     |
| 9             | PHM B106        | INTRODUCTION TO COMPUTER APPLICATIONS               | 45             | B     |
| 10            | PHM B107        | INTRODUCTION TO PSYCHOLOGY IN HOSPITALITY & TOURISM | 45             | B     |
| 11            | PHM B108        | INTRODUCTION TO TRAVEL AND TOUR OPERATIONS          | 45             | A     |
| 12            | PHM B109        | PRINCIPLES OF HOSPITALITY & TOURISM MARKETING       | 45             | A     |

**RECOMMENDATION:** Pass: Proceed to the next year of study

#### KEY TO GRADING SYSTEM

- A = 70% - 100% - Excellent  
B = 60% - 69% - Good  
C = 50% - 59% - Satisfactory  
D = 40% - 49% - Pass  
E = 39% and below - Fail

Date issued: 3<sup>rd</sup> October 2022

Signed: \_\_\_\_\_  
REGISTRAR





### Undergraduate Academic Transcript

Name of Student: **MERCY CHEPKEMOI**

School: Business and Economics

Degree Programme: Bachelor of Science in  
Tourism Management

Registration No. PB02/PU/40791/17...

Date of Admission: September 2017...

Year of Study: .....Two.....

Academic year: 2018/19.....


| Serial number | Subject/ Course | Descriptive title                                   | Academic Hours | Grade |
|---------------|-----------------|---|----------------|-------|
| 13            | PTM B208        | ECOTOURISM AND ADVENTURE PRACTICES                  | 45             | A     |
| 14            | PTM B220        | FIELD ATTACHMENT I                                  | 45             | B     |
| 15            | ALG B201        | FRENCH I  | 45             | D     |
| 16            | PTM B201        | SOCIOLOGY OF TOURISM                                | 45             | B     |
| 17            | PTM B202        | TOURISM AND ENVIRONMENT                             | 45             | A     |
| 18            | PTM B203        | TRAVEL AND TOUR OPERATION TECHNIQUES                | 45             | B     |
| 19            | PTM B204        | PSYCHOLOGY IN HOSPITALITY AND TOURISM               | 45             | A     |
| 20            | PHM B201        | PRINCIPLES OF MANAGEMENT IN HOSPITALITY & TOURISM   | 45             | A     |
| 21            | PHM B202        | HOSPITALITY AND TOURISM ACCOUNTING                  | 45             | A     |
| 22            | PHM B206        | INTRODUCTION TO STATISTICS IN HOSPITALITY & TOURISM | 45             | A     |
| 23            | PHM B207        | TRENDS IN TOURISM                                   | 45             | A     |
| 24            | PHM B208        | INTERIOR DESIGN AND DECORATION                      | 45             | A     |
| 25            | PTM B206        | CULTURAL AND HERITAGE TOURISM                       | 45             | A     |
| 26            | PTM B207        | FRONT OFFICE MANAGEMENT                             | 45             | B     |

**RECOMMENDATION:** Pass: Proceed to the next year of study

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D = 40% - 49% - Pass  
E = 39% and below - Fail

Date issued. 3<sup>rd</sup> OCTOBER 2022

Signed:   
REGISTRAR







### Undergraduate Academic Transcript

Name of Student: **MERCY CHEPKEMOI**

School: Business and Economics

Degree Programme: Bachelor of Science in  
Tourism Management

Registration No. PB02/PU/40791/17...

Date of Admission: September 2017...

Year of Study: .....Three.....

Academic year: 2019/20.....

| Serial number | Subject/ Course | Descriptive title Course                              | Academic Hours | Grade |
|---------------|-----------------|---|----------------|-------|
| 27            | PHT B308        | HOSPITALITY & TOURISM SEMINARS                        | 45             | A     |
| 28            | PHT B309        | HRM IN HOSPITALITY & TOURISM I                        | 45             | A     |
| 29            | PHT B310        | STATISTICAL ANALYSIS METHODS IN HOSPITALITY & TOURISM | 45             | A     |
| 30            | PHT B320        | FIELD ATTACHMENT II                                   | 45             | B     |
| 31            | ALG B301        | FRENCH II   | 45             | A     |
| 32            | PHT B301        | RESEARCH METHODS IN HOSPITALITY & TOURISM             | 45             | A     |
| 33            | PHT B302        | SERVICE MANAGEMENT IN HOSPITALITY & TOURISM           | 45             | A     |
| 34            | PHT B305        | CONSUMER BEHAVIOR IN HOSPITALITY & TOURISM            | 45             | B     |
| 35            | PTM B301        | INTERNATIONAL RELATIONS IN TOURISM                    | 45             | A     |
| 36            | PTM B302        | LEISURE AND RECREATION MANAGEMENT                     | 45             | B     |
| 37            | PHT B303        | CRUISE LINE OPERATIONS                                | 45             | A     |
| 38            | PHT B306        | HOSPITALITY & TOURISM ECONOMICS                       | 45             | A     |
| 39            | PHT B307        | HOSPITALITY & TOURISM COST ACCOUNTING                 | 45             | A     |

**RECOMMENDATION:** Pass: Proceed to the next year of study

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Date issued: 3<sup>rd</sup> OCTOBER 2022

Signed: 

REGISTRAR





**Undergraduate Academic Transcript**

**Name of Student:** MERCY CHEPKEMOI

**School:** Business and Economics

**Degree Programme:** Bachelor of Science in  
Tourism Management

**Registration No.** PB02/PU/40791/17...

**Date of Admission:** September 2017...

**Year of Study:** .....Four.....

**Academic year:** 2020/21.....

| Serial number | Subject/ Course | Descriptive title course                    | Academic Hours | Grade |
|---------------|-----------------|---|----------------|-------|
| 42            | PHT B401        | RESEARCH PROJECT                            | 45             | A     |
| 43            | PHT B407        | HRM IN HOSPITALITY AND TOURISM              | 45             | C     |
| 44            | PHT B408        | PUBLIC RELATIONS IN HOSPITALITY AND TOURISM | 45             | A     |
| 45            | PHT B410        | EVENTS, MEETINGS & CONFERENCES              | 45             | A     |
| 46            | PHT B411        | GENDER ISSUES IN HTM                        | 45             | B     |
| 47            | PTM B401        | SUSTAINABLE TOURISM                         | 45             | A     |
| 48            | ALG B401        | FRENCH III                                  | 45             | B     |
| 49            | PHT B402        | ENTREPRENEURSHIP                            | 45             | A     |
| 50            | PHT B403        | FINANCIAL MANAGEMENT                        | 45             | B     |
| 51            | PHT B404        | PRODUCT MARKETING                           | 45             | A     |
| 52            | PHT B405        | HOSPITALITY AND TOURISM LAW                 | 45             | A     |
| 53            | PHT B406        | STRATEGIC MANAGEMENT                        | 45             | A     |

**RECOMMENDATION:** Pass: Awarded First Class Honours

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E = 39% and below - Fail

**Date issued:** 3<sup>rd</sup> OCTOBER 2022

**Signed:**   
**REGISTRAR**







# SEASONS RESTAURANTS & HOTELS LTD.

P.O. Box 3239-00100 Nairobi, Tel: 020 2220572, Fax: 020-2218361  
Email: seasonshotels@gmail.com, info@seasonshotelskenya.com

18/07/2019

## RECOMMENDATION LETTER

### RE: MERCY CHEPKEMOI

This is to certify that the above named was on industrial attachment at Elementaita Country Lodge, a lodge managed by Seasons Restaurants and Hotels Ltd from 15/05/2019 to 19/07/2019. During her time with us, Mercy covered the following areas;

- Front Office
- Production
- House -keeping
- Food and beverage
- Stores/ controls

During her stay with us, Mercy was hardworking, eager to learn, social and performed all duties assigned to her diligently and with outmost care.

I, therefore, have no hesitation to recommend her to any potential employer and wish her success in all her future endeavors.

Yours faithfully,

Victor Kasaine,

Branch Manager.





Telephone: 0701 005 823  
Email: [malindi@tourismauthority.go.ke](mailto:malindi@tourismauthority.go.ke)  
All correspondence should be addressed to  
The Regional Manager

MALINDI REGIONAL OFFICE  
MALINDI COMPLEX (1ST FLOOR)  
LAMU ROAD  
P. O. BOX 421-80200  
MALINDI

When replying please quote

Ref: TRA3/2/5

Date: 20<sup>th</sup> August, 2021

**TO WHOM IT MAY CONCERN**

**RE: MS. MERCY CHEPKEMOI ID NO. 36724510**


This is to confirm that the above-named student from Pwani University underwent a twelve (12) weeks attachment program in our office from 2<sup>nd</sup> June, 2021 to 20<sup>th</sup> August, 2021.

During this period, Ms. Mercy Chepkemoi was exposed to the following:

1. Inspection of hotels, restaurants and other tourism regulated enterprises to ensure compliance to standards;
2. Licensing of tourism regulated enterprises in accordance with the Tourism Act No. 28 of 2011 and Tourism Regulatory Authority Regulations 2014;
3. Sensitizing our customers on tourism license requirements;
4. Customer care techniques;
5. Database management;
6. Filing and record keeping;
7. Theoretical aspects of classification;
8. Legal aspects of tourism;
9. Government code of regulations.

During her stay, Ms. Mercy Chepkemoi was punctual, diligent, willing to learn, responsible and able to meet deadlines.

We recommend her to any potential employer and wish her well in her future endeavors.

  
Tom Odhiambo

**Regional Manager- North Coast Region**







~ Championing Quality and Excellence ~

Website: [www.tourismauthority.go.ke](http://www.tourismauthority.go.ke)

Telephone : +254 701 444 777

Email: [info@tourismauthority.go.ke](mailto:info@tourismauthority.go.ke)

When replying please quote:



HEADQUARTERS  
Utalii House - 5<sup>th</sup> Floor  
P.O Box 25357 - 00100  
NAIROBI - KENYA

Ref: TRA/3/ATTCH/(007)

Date: 7<sup>th</sup> April, 2022

To whom it may concern

Dear Sir / Madam,

**RE: RECOMENDATION FOR Mercy Chepkemoi - ID No. 36724510**

The above named person was attached at Tourism Regulatory Authority (TRA)- Eldoret Regional Office, for a period of three (3) months, with effect from 3<sup>rd</sup> January, 2022 to 4th April, 2022. She was exposed to practical experience in the relevant field of her studies.

Her performance in the tasks and duties assigned was commendable, Mercy was reliable and very initiative in any role given to her as observed by the members of staff she worked with. She is also responsible and takes instructions.

This is therefore to recommend her for any relevant support given to her.

Sincerely,

David Bor

For: Director General

*C.C. Regional Manager  
Eldoret.*



# The Kenya National Examinations Council



## KENYA CERTIFICATE OF SECONDARY EDUCATION

This is to certify that the candidate named below sat for the Kenya Certificate of Secondary Education examination in the subjects shown and attained the grades indicated.



25551107/001



NAME: MERCY CHEPKEMOI  
TUMOI SECONDARY SCHOOL - 551107

\*F1\* 25551107/001

|     | SUBJECT                       |
|-----|-------------------------------|
| 101 | ENGLISH                       |
| 102 | KISWAHILI                     |
| 121 | MATHEMATICS                   |
| 231 | BIOLOGY                       |
| 233 | CHEMISTRY                     |
| 311 | HISTORY AND GOVERNMENT        |
| 313 | CHRISTIAN RELIGIOUS EDUCATION |
| 565 | BUSINESS STUDIES              |

| GRADE      |
|------------|
| C (PLAIN)  |
| B (PLAIN)  |
| D (PLAIN)  |
| C+ (PLUS)  |
| B- (MINUS) |
| B+ (PLUS)  |
| B (PLAIN)  |
| B (PLAIN)  |

SUBJECTS NAMED EIGHT MEAN GRADE C+ (PLUS)  
EXAMINATION OF YEAR 2016  
PRINTED : 170824:1957296



Chief Executive Officer  
Kenya National Examinations Council



Chairman  
Kenya National Examinations Council

This is a secure document printed using special paper and inks.  
Please hold it up to the UV light to verify that the word BARAZA LA MITIHANI and the "ORIGINAL" embedded thread can be seen through the paper.  
Not valid without a hologram.

KCSE/ 16 2244557



(See overleaf for conditions of issue)



# The Kenya National Examinations Council



## KENYA CERTIFICATE OF PRIMARY EDUCATION

### KCPE

This is to certify that the candidate named below sat for the **Kenya Certificate of Primary Education** examination and qualified for the award of this certificate. The candidate attained the subject grades shown below.

NAME: MERCY CHEPKEMOI  
SCHOOL: SAGENYA

25508645/009  
25508645

ENGLISH LANGUAGE  
KISWAHILI  
MATHEMATICS  
SCIENCE  
SOCIAL STUDIES AND RELIGIOUS EDUCATION

#### GRADE

B+ (PLUS)  
C+ (PLUS)  
C+ (PLUS)  
C (PLAIN)  
B- (MINUS)

EXAMINATION OF 2012  
PRINTED : 130521 : 15515437



Secretary  
Kenya National Examinations Council

Chairman  
Kenya National Examinations Council

This certificate was issued without any alteration whatsoever. See overleaf for grades and mark intervals.

KCPE /12 0405535







KENYA REVENUE  
AUTHORITY

www.kra.go.ke

## PIN Certificate

For General Tax Questions  
Contact KRA Call Centre  
Tel: +254 (020) 4999 999  
Cell: +254(0711)099 999  
Email: callcentre@kra.go.ke

Certificate Date 22/06/2020  
Personal Identification Number  
A012166372Q

This is to certify that taxpayer shown herein has been registered with Revenue Authority

### Taxpayer Information

|               |                          |
|---------------|--------------------------|
| Taxpayer Name | MERCY CHEPKEMOI          |
| Email Address | MERCIEKEMBOI16@GMAIL.COM |

### Registered Address

|                   |                                     |
|-------------------|-------------------------------------|
| L.R. Number : 052 | Building QUICKTRANSE CYBER SERVICES |
| Street/Road BOMET | City/Town : BOMET                   |
| County : BOMET    | District Bomet District             |
| Tax Area Bomet    | Station KERICHO                     |
| P. O. Box 352     | Postal Code 20400                   |

### Tax Obligation(s) Registration Details

| Sr. No. | Tax Obligation(s)                | Effective From Date | Effective Till | Status |
|---------|----------------------------------|---------------------|----------------|--------|
| 1       | Income Tax - Resident Individual | 16/07/2018          | N.A.           | Active |

The above PIN must appear on all your tax invoices and correspondences with Kenya Revenue Authority. Your accounting end date is 31st December as per the provisions stated in the Income Tax Act unless a change has been approved by the Commissioner-Domestic Taxes Department. The status of Tax Obligation(s) with 'Dormant' status will automatically change to 'Active' on date mentioned in "Effective Till Date" or any transaction done during the period. This certificate

**Disclaimer :** This is a system generated certificate and does not require signature.

JAMHURI YA KENYA



REPUBLIC OF KENYA

SERIAL NUMBER: 701519355

ID NUMBER: 36724510

FULL NAMES

MERCY CHEPKEMOI

DATE OF BIRTH

09.08.1999

SEX

FEMALE

DISTRICT OF BIRTH

BOMET CENTRAL

PLACE OF ISSUE

HDM KILIFI

DATE OF ISSUE

09.01.2019

HOLDER'S SIGN







*Albino*

IDKYA7015193558<<3611<<<<0314  
9908095F1901090<B036724510V<<5  
MERCY<CHEPKEMOI<<<<<<<<<<<<<