



Annex VIII. Process Documentation Guide

 REPUBLIC OF KENYA			
<b>Institution/Organization Name:</b>		Kenya School of Law	
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Office of the Attorney General & Department of Justice (OAG & DOJ)	
<b>Economic Sector Alignment:</b>		N/A. Since we fall under Political Sector in the Vision 2030	
<b>Big 4 Alignment:</b>		N/A. Since we are an enabler of the big 4 agenda in capacity development	
<b>Accounting Officer:</b>		Dr. Henry K. Mutai	
<b>Period: FY</b>		2021/22	
Process Documentation			
<b>Service Name</b>	Offering Hospitality Services		
<b>Brief Description</b> Document Purpose/service	Guides on the provision of Hospitality services to both internal and external clients		
<b>Document Control:</b> Change Record/ Version Number	Reference: KSL/ QMS / HOSP Issue/ Rev: 03/01		
<b>Process Owner:</b> Name and Position	Senior Officer Hospitality Services		
<b>Process Writer (s);</b> Name and Position	Senior Officer Hospitality Services		
	1.		
<b>Process Reviewer (s)</b> Name and Position	Management Representative		
	1.		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receiving requests from Either internal or external customers for Hospitality services. Booking in the reservations diary with clear details of request e.g. No. of days and No. of people to be Hosted.	1 day	Senior Officer Hospitality Services, Senior Housekeeping Assistant.

2.	Provision of Hospitality Services	Varies depending on customer request.	Senior Officer Hospitality Services, Senior Housekeeping Assistant, and the Chef.	
3.	Processing of payment for the services provided.	30 days	Senior Officer Hospitality Services,	
4.				
(Add rows where necessary)				
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
	1.			
	2.			
(if any other, add rows)				
<b>Process Maps/Visuals</b>				
Attach the flowchart/maps for the steps discussed				