

# CURRICULUM VITAE

## PERSONAL DATA.

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Names: **AHMED JOWALIE WAMPANDE**  
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## CAREER OBJECTIVE:

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My career objective is to contribute and add to existing knowledge through research on matters regarding work force attitude change in the Tourism and Hospitality industry as an enabling vehicle for improving the attractiveness and competitiveness of destination Uganda.

## COMPETENCES:

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- Paying attention to detail.
- Building and leading teams
- Good communication skills
- Active listening
- Customer focus
- Good time management

## RESEARCH INTERESTS:

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- Hotel Operations, Travel operations, Tour Operations and Conservation Management.

## EDUCATION BACKGROUND:

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- Doctor of Philosophy (Tourism and Hospitality Mgt) (Cand)- 2022-To Date  
Lincoln University College, Kuala Lumpur, Malaysia
- Master.Hospitality and Tourism Management 2009 – 2012  
Makerere University, Kampala, Uganda
- Bachelor of Leisure and Hospitality Management (**Upper Second**)  
Makerere University, Kampala, Uganda 2002- 2005

- Uganda Advanced Certificate of Education  
Busoga High School, Kamuli. 2000- 2001
- Uganda Certificate of Education.  
St.Paul'S S.S.S, Mbulamuti, Kamuli. 1996-1999
- Primary Leaving Examinations' Certificate  
Buwagi Primary School 1989-1995

Professional Courses.

- Training on experiential customer service for waiters and managers, Kampala Serena Hotel, February, 2011
- In house training of trainers course in preventative maintenance of hotel buildings and equipment, Kampala Serena Hotel, January 2011
- In house training in human resource management, Kampala Serena hotel, December, 2011
- In house training of trainers course in guest relations and management, Kampala Serena hotel, September, 2010
- In house training of trainers Course in guest service and management, Kampala Serena hotel, July, 2009.
- In house exposure course on setting and dissemination of standard operating procedures for restaurant and banqueting operations, Ngoro Ngoro Serena eco-lodge Arusha Tanzania, September, 2008.
- In house training course on control and management of daily requisitions and costs, Kampala Serena hotel, December, 2007
- In house training course on reception and service of royalty in preparation for service of Queen Elizabeth II the head of the common wealth, Kampala Serena hotel, July, 2007
- Training of trainers' course on food and beverage service practicals, theory, social aspects of tourism ,customer relations and personal hygiene, Entebbe Uganda, April, 2007
- In house training on etiquette and manners while in the restaurant and banquets, Kampala Serena hotel, January, 2007
- In house training on staff station allocations and timetabling, Kampala Serena hotel, August, 2006.
- In house training on auditing of guests tables and service recovery, Kampala Serena hotel, July, 2006
- In house training of trainers' course on fire fighting and emergence management theory and practical, Kampala Serena hotel, June, 2006.

- In house training of trainers course on food and beverage knowledge, Kampala Serena hotel, June 2006
- In house training of trainers course on the Serena way, Kampala Serena hotel, June, 2006

## RESEARCH BACKGROUND

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### Research Publications.

1. **Ahmed Jowalie Wampande, Olutayo K. Onsusan**, 2020. *Employee Attitude and Customer Satisfaction In Selected Hotels In Kampala, Uganda.* International Journal Of Hospitality And Tourism Studies 1(2), 144-150
2. Ibrahim Abasi Musenze, Thomas Sifuna Mayende, **Ahmed Jowalie Wampande**, Joseph Kasango, Ongorio Ronald Emojong, 2020. *Mechanism between perceived organizational support and work engagement: explanatory role of self-efficacy.* Journal of Economics and Administrative Science, Emerald publishing Limited.
3. Olutayo. K. Onsusan, Kawiso Martin Winfred, Christine Kabasinguzi and **Ahmed Jowalie Wampande**, 2020. *Emotional Intelligence and Employability of Undergraduate students at Kampala International University.* Research Journal's Journal of Management, Vol.8, No.2 \June\2020
4. Michael Okopa, Didas Turatsinze, Tonny Bulega and **Ahmed Jowalie Wampande**, 2017. *Revenue maximization based on slowdown in cloud computing environments.* Australian J.comp.Sci, 4:1-16

### PAPERS PRESENTED

- 1 Strategies to improve employee attitude in the Hotel industry in Uganda. The case of Nob view Hotel. ( Msc thesis, November 2012 submitted to Makerere University)
- 2 Presented a Seminar series paper on strategies to improve employee attitude in the Hotel industry in Uganda: the case study of Kampala Serena Hotel, at the Makerere University Business School Graduate research center, April 2011
- 3 Presented a seminar series paper on strategies to improve staff welfare in Tropical inn Hotel Masaka, at Makerere University Business School Graduate research center, November 2010.

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## PROFESSIONAL / WORKING EXPERIENCE

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### A). Professional Experience.

**November 2012- To Date: Member, Busoga Tourism Initiative.**

**Achievements (with other Members)**

- Organizing a successful tourism expo in Jinja in November 2012.
- Mapping out the Busoga Tourism circuit.
- Creating awareness about the different attractions in the region.
- Organized a successful rock climbing challenge in Kamuli district on the 12<sup>th</sup> /05/2013
- Trained the local communities around attractions on the importance of these attractions to their livelihood.
- Highlighted the need to facelift the source of the Nile to match international standards.
- Successfully developed tourist guiding literature about the different attractions in the region.
- Successfully lobbied for Jinja- Stockholm collaboration that saw some buildings in Jinja town get a facelift.

**April 2012- October 2012: Lead Consultant Ivy's Hotel Staff Training Project.**

**Achievements (with other consultants).**

- Staff professionally welcome their guests.
- Staff in all departments were practically taught the etiquette and manners for the hospitality industry.
- Staff in all departments were enabled on product knowledge.
- Staff in all departments learnt how to up sell and recommend
- Staff in all departments learnt time management
- They learnt how to build rapport with their guests.
- Successfully changed the poor attitude staff had toward work
- Successfully developed job descriptions for each category of staff
- Successfully developed standard operating procedures for each and every department.

**Nov 2011- March, 2020: Consultant Mokka Terrace Restaurant and Coffee House.**

**Achievements**

- Carried out mystery shopping and unearthed human resource gaps and filled them.
- Interviews, selects and places staff when a vacancy opens
- Reduced staff turn over that used to be too high before
- Successfully set standard operating procedures.
- Started the traditions' course that orients new staff into the Mokka way of doing things.
- Product knowledge of the coffees and food items has improved
- Staff are now given exposure in big hotels like Serena, Sheraton and Silver Springs to learn new methods of preparation, presentation and cost management.

**B). Work Experience**

**July, 2019-To Date: Assistant Lecturer/ A.g. Head of Department, Department of Tourism and Hospitality management, Busitema University, P.O. Box 53, Pallisa Uganda.**

**Achievements.**

- Supervising research projects of undergraduate students
- Chief Invigilator of Aug-Dec,2019 semesters' examinations that turn out to be leak-free.
- Attended university research seminars on writing winning grant proposals between 16<sup>th</sup> -17<sup>th</sup> Jan 2020.
- Spear heading the experiential teaching of tourism and hospitality course units.
- Established the tourism hectare that is a long-term agroforestry initiative that is intended to make the program self-reliant in the long run
- Organized a study trip to mountain Elgon national park where students set out to get to know the relationship between the park and local community.
- Organized a course-based study tour to Uganda Museum, Bahai temple, Uganda wildlife education center and Entebbe international airport in November, 2019.
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**July, 2017- To July 2019: Senior Assistant Registrar-Examination, Cavendish University Uganda, P. Box 33145, Kampala Uganda.**

- Calling instructors to administer continuous assessment tests in line with the academic calendar
- Making sure that all CATs results are entered in the progress and performance tracker for safe custody
- Calling instructors to submit two sets of examination questions of equal rigor per module in the 6<sup>th</sup> week of each semester.
- Ensuring that the submitted two sets of examination questions are moderated internally and externally
- Ensuring safe custody of the two sets and selecting the set to be done by students on the examination day.
- Together with the time table committee, come up with the examination timetable
- Ensuring that all examinations are invigilated as per university policy.
- Ensuring that central marking of examinations is done as per academic calendar
- Ensuring that instructors in put results in the database and in their Google drives.
- Coordinating departmental and faculty boards to ratify results.
- Together with the academic registrar, convene the senate to ratify results
- Publish students results according to policy
- And many more

**October 20<sup>th</sup>2013- July 2017: Lecturer/program coordinator, Department of Tourism and Hospitality management, Cavendish University Uganda, P.O. Box 33145, Kampala Uganda.**

**Achievements.**

- Supervising research projects of undergraduate students
- Supervised last semesters' examinations and came up as one of the best supervisors.
- Attended university research seminars on research between 16<sup>th</sup> -17<sup>th</sup> Jan 2014
- Spear heading the experiential teaching of tourism and hospitality modules.

**Feb 4<sup>th</sup>- 20<sup>th</sup> October 2013. Part- time Lecturer, Department of Forestry, Biodiversity and Tourism, Makerere University, P.O. Box 7062, Kampala Uganda.**

**Achievements**

- Taught over 320 students last semester
- Supervised over 10 examination papers
- Supervising over 5 students' research projects that is on going.
- Attended the departmental staff meeting in may 2013.
- Marked and submitted results for the course units I taught in time.

**March 2011- Nov 2011: General Manager Hotel Brovad Limited, P.O BOX 556 Masaka- Uganda.**

**Achievements.**

- Successfully trained both new and existing staff on hospitality and tourism best practices.
- Increased guest patronage that had declined due to poor service.
- Initiated and oversaw maintenance and repair of the old rooms that were in a bad state.
- Reduced the staff turn over rate that was the order of the day because of poor management.
- Changed the image of the hotel by maintaining cleanliness all the time
- Compiled and produced standard operating procedures for the hotel.

**June 2006- Feb 2011: Assistant Restaurant Manager, Kampala Serena Hotel, P.O Box 7814, Kampala Uganda.**

**Achievements.**

- successfully trained staff to project the image of a five star restaurant and hotel
- Successfully ran the restaurant on strict costs ceilings per day
- Made the lakes restaurant the business lunch restaurant in Kampala.
- Managed over 60 staff of diverse cultures in a harmonious way.
- Set standards to be followed when in guest areas and the back office
- Reduced on the complaint ratio.
- Always audited each and every table in the restaurant
- Standardized presentation together with the executive chef.
- Acted as restaurant manager when manager was on leave.

**Jan 2004- May 2005: Food and Beverage Supervisor, Nob view Hotel Ntinda, P.O Box 4339, Kampala Uganda.**

**Achievements.**

- successfully improved the quality of service waiters were giving to guests.
- Initiated the operating system for the hotel
- Acted as general manager when he was away.
- Successfully enlightened all staff on the need for time keeping during service.

**PARTICIPATION AND MEMBERSHIP TO PROFESSIONAL BODIES**

- Member , Busoga Tourism initiative.
  - Member Uganda Hotel workers' Union.
  - Member, Makerere University Hospitality Students Association.
  - Member Marketing Students Association of Makerere University
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