

B O M A S
OF KENYA LTD

— Preserving Kenya's rich & diverse cultures —

Commitment to Service Delivery

VISION

To be the leading custodian of Kenya's rich and diverse culture as a national heritage for prosperity and posterity.

MISSION

To Maintain, preserve, promote and educate the public about the rich and diverse culture of the various ethnic groups in Kenya.

ISO 9001:2008 Certified



PREAMBLE

The purpose of this Service Charter is to enhance levels of awareness on Bomas of Kenya, Our role as Bomas of Kenya, give insights on our core functions and values, provide information on & range of products and services we offer, standards we have set, clients expectations, avenues for remedy where services fall short of standards and continuous improvement in pursuit of client satisfaction and excellence in our operations.

MANDATE

Bomas of Kenya Ltd. was established by the Government in 1971 under the companies Act (CAP486), Laws of Kenya, as a wholly owned subsidiary of Kenya Tourism Development Corporation (KTDC). The overall mandate of BOK is:

To preserve, maintain, educate and promote the rich and diverse cultures of Kenya's 42 ethnic communities.

CORE VALUES

1. Authenticity
2. Quality and excellence
3. Integrity
4. Equity
5. Team spirit
6. Meritocracy
7. Creativity and innovativeness
8. Sustainability



CORE PRINCIPLES AND SERVICE DELIVERY

We commit ourselves through this Charter to the following principles:

- Set clear and explicit standard of service that our clients reasonably expect
- Provide our client with adequate information about our range of products and services in a straightforward and open manner
- Handle clients with dignity, courtesy and respect
- Uphold transparency and accountability in our operations
- Place the common good of BOK, the customers and the general public above self-interest
- Promote meritocracy with due regard to parity of treatment
- Uphold the principles of natural Justice at all times
- Utilize resources prudently to achieve best Value for users, citizens and taxpayers
- To cultivate dynamism and innovative practices through continuous improvement of systems and processes
- Devise a monitoring and evaluation system on performance
- Always taking corrective action on errors and deficiencies that occur

CORE FUNCTIONS OF BOMAS

Preservation of Culture:

The popular Swahili saying “Mwacha Mila Ni Mtumwa” is not a fuss. As is clearly evident, modernization has had its fair share in eroding Kenya's unique cultures. Yet our country's rich cultural diversity has proven to be a potential goldmine as it is increasingly becoming a key tourist attraction.

Research and documentation:

This is a critical function that is premised on the fact that BOK will manage to preserve and develop Kenya's rich cultural diversity through, among others, organized research and documentation.

Educational:

BOK's key function is to educate Kenyans and foreigners alike on the country's rich and diverse cultures for posterity.

OUR CUSTOMERS/CLIENTS

- Tourists- these constitute visitors from within and outside the country.
- Tourism and related fraternity
- Ministry of tourism
- State Corporations and Kenya Association of Travel Agents (KATA)
- Kenya Association of Tour Operators (KATO)
- Kenya Tourism Federation (KTF)
- Kenya Budget Hotels
- Other Hospitality establishments

- Government of Kenya Ministry/ Departments
- County Governments
- Service Providers
- Employees

EXPECTATIONS OF OUR CUSTOMERS/ CLIENTS

Our Clients/ customers expect efficient &and effective provision of services.

Specifically, we endeavor to|

1. Provide authentic traditional dances, traditional villages and other products
2. Promote cost-effectiveness and value for money
3. Provide Bar and restaurant services
4. Courtesy and timely response to request and enquiries
5. Provide children's amusement park
6. Effect timely payment to BOK employees and suppliers
7. Meet all statutory obligations



CLIENTS/CUSTOMERS RESPONSIBILITIES

Bomas of Kenya Limited expect its clients/ customers to:

- Treat staff with respect and courtesy
- Respond to request for information promptly
- Desist from engaging in unethical practices in all dealings with BOK

OUR RANGE OF PRODUCTS AND SERVICES

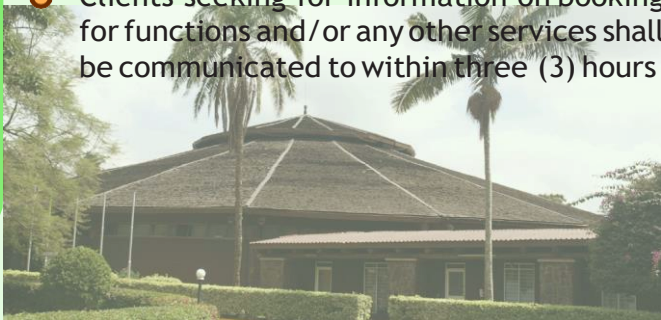
We offer a wide range of products and services, which include the following:

- Authentic traditional dances
- Traditional Villages
- Children's amusement park
- Bar and Restaurant services
- Procurement of goods and services- purchase and supplies
- Payment of employees' salaries and to Suppliers
- Statutory obligations
- Research and documentation of cultures
- Training and education services on culture preservation

COMMITMENTS ON SERVICE DELIVERY

We pledge that:

- All programmed shows and dances shall be undertaken as scheduled
- visits to traditional villages shall be guided
- There shall be an attendant at the children's amusement park at all times to ensure safety of the children
- All shows and dances shall be preceded with brief introduction of subject matter
- We shall respond to routine correspondence within seven (7) days from date of receipt
- We shall respond to technical Correspondent within twenty-one (21) days from the time they are received
- Only qualified staff shall be employed by BOK to offer quality service
- Services shall be delivered cost-effectively to maximize return on funds invested.
- Telephone calls shall be attended to within three rings
- All visitors /clients at reception shall be attended to within 2-3 minutes of their arrival, with a smile and good eye contact
- Clients seeking for information on booking for functions and/or any other services shall be communicated to within three (3) hours



- All vacant positions shall be advertised within six (6) weeks of falling vacant
- Disciplinary cases shall be processed and disposed of within the disposal schedules
- Cash payments shall be made within five (5) days from the date of receipt of the voucher, while cheque payments shall be made within seven (7) days from the date of receipt of the voucher.

HANDLING OF COMPLAINTS

How to lodge complaints

We encourage our customers to feel free to register their genuine complaints, suggestions and compliments to BOK using the physical address, in person, post, telephone, fax or email.

The following is therefore the complaints handling process:

- We shall operate a customer care office
- We shall maintain a register of complaints
- We shall maintain a complaints/ suggestion box
- We guarantee confidentiality and privacy in respect of the complaint's identity and substance of their complaint in order to safeguard the rights of customers. However, complainants are encouraged to identify themselves as it is difficult to handle anonymous grievances.

COMMITMENT TO


Bomas of Kenya is committed to providing
efficiently

	SERVICE	CUSTOMER REQUIREMENT
1.	Authentic Kenyan traditional dances i) Scheduled Performance Daily afternoon performances Morning performances	Identification documents Prior booking
	ii) Unscheduled Performance (hire of traditional dances) Within BOK Within Nairobi Out of Nairobi	Prior booking
2	Traditional Villages	Identification documents
3	Children's Play Ground	Identification documents
4.	Restaurant	Walk - in or Reservation
5.	Procurement	Adherence to Procurement and Disposal Act

SERVICE DELIVERY

the following services in a timely manner, effectively

CHARGES (KSHS)	TIMELINE
<p>RESIDENTS/EAST AFRICA COMMUNITY Adult 1000/= Children 500/=</p> <hr/> <p>NON RESIDENTS: Adults 20USD Children 10USD University and college Students 15USD</p> <hr/> <p>KENYAN CITIZEN: Adult 500/= School Parties (Secondary School) 300/= School Parties (Nursery and Primary School) 200/=</p>	<p>Week days Afternoon 2.30 pm to 4.00 pm</p> <p>Weekends and Public Holidays 3.30 pm to 5.15pm</p> <p>Tuesday and Friday Morning 11.00 am to 12.30 pm</p>
<p>Kshs. 45,000 - Kshs. 55,000 Kshs. 55,000 (+ mileage + fuel + accommodation + allowance)</p>	<p>1 hour show</p>
<p>Charges inclusive of traditional dances</p>	<p>Daily 10.00 a.m. to 6.00 p.m.</p>
<p>Menu price</p>	<p>Daily 9.00 a.m. to 11.00 p.m.</p>
<p>As applicable in the Procurement and Disposal Act and Regulations of 2015</p>	<p>As stipulated in the advert/ contract</p>



	SERVICE	CUSTOMER REQUIREMENT
6.	Payments	Invoices and / or LPO copies
7.	Payment of salaries	BOK employee
8.	Conferences, AGMs Meetings functions and events.	Booking
9.	Recruitment of Personnel	Advertisement and Application. Budgeted vacant position
10.	General Security	Identification documents
11.	Tenancy	Lease Agreement

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CHARGES (KSHS)	TIMELINE
Free	60 days after delivery
Free	By 30th of every month
Auditorium Kshs 348,000/= per day	
Multipurpose Hall Kshs 232,000/= per day	
VIP Lounge Kshs 35,000/= per day	
Restaurant Lounge Kshs 20,000/= per day	
Wedding Ground Kshs 50,000/= per day	
Team building Kshs 50,000/= per day	
Hire of grounds Kshs 102,280/= per day	
Wedding in the Traditional Villages Kshs 50,000/= per day	
Cultural dinner/lunch Kshs 4,800/= per Pax	
NB :- Cost inclusive of VAT where applicable	
Free	
Free	24 hours
Kshs. 60/= per square feet	As per lease agreement

	SERVICE	CUSTOMER REQUIREMENT
12.	Sale of Products	
13.	Video Recording/ Filming	As per contract
14.	Photography	On request/ Booking
15.	Picnic sites	Identification/ Booking
17.	Attendance of tele- phone calls	A telephone call
18.	Response to com- plaints, compliments and suggestions	Resolution of complaint, compliment and suggestion
19.	Official working hours	weekdays

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CHARGES (KSHS)	TIMELINE
DVD Kshs 1000/= Dance Programme booklet Kshs 150/=	Scheduled performance hours
Traditional ornament and costume booklet Kshs 150/=	
Traditional musical instrument booklet Ksh 150/=	
Traditional village booklet 150/=	
Wedding photo session - Kshs. 15,000/=	6.00 a.m to 6.00 p.m
Adult - Kshs. 100/= Child - Kshs. 50/=	8.00 a.m to 6.00 p.m
Free	3 rings
Free	21 working days
Free	8.00 a.m to 5.00 p.m

CUSTOMER CARE

In case these services do not conform to the standards above, direct complaints or queries to the customer care help desk, within the ground floor of the Administration Block of Bomas of Kenya Limited, email us at complaints@bomasofkenya.co.ke, bomas@africaonline.co.ke,

Visit our website www.bomasofkenya.co.ke.

Tel: +254-8891802

8890793/5/8

020-2617581

8068400

or

Write to General Manager

P.O.Box 40689-00100

Nairobi

or

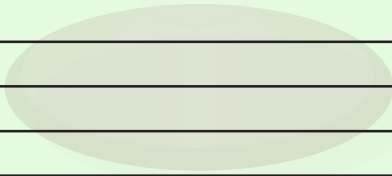
Visit Commission on Administrative Justice website:

www.ombudsman.go.ke

NOTES



NOTES



BOMAS
OF KENYA







www.bomasofkenya.co.ke

FOR ENQUIRIES, PLEASE CONTACT:

**General Manager
Bomas of Kenya**

**Langata Road/ Forest edge Road
P.O. Box 40689 - 00100, Nairobi - Kenya
Tel: 889 1802, 889 0793/5/8
Wireless: 020 8068400**

**Email: bomas@africaonline.co.ke
info@bomasofkenya.co.ke**

Website: www.bomasofkenya.co.ke