

PH.D DEPARTMENTAL PROPOSAL PRESENTATION-Ng'ang'a Wanjiku

Ng'ang'a Wanjiku presented her Departmental Ph.D Research Proposal on **Wednesday, 29/07/2015** at **11.00 am** in the SOB Board Room, Kabete Campus.

**TITLE:Service Encounter Quality, Consumer Expectations, Perceived Value and Brand Loyalty among Hotel Guests in Kenya**

**COMMITTEE CHAIRMAN:**Dr. Raymond Musyoka

**DISCUSSANTS:**

- Dr. F. Muindi
- Dr. J. Yabs
- Dr. J. Owino