



CULTURE CENTRE BOOKING PROCESS

			
Institution/Organization Name:	County Government of Nyeri		
Affiliations: County Department	Department of Trade, Cooperatives, Culture and Tourism		
Economic Sector Alignment:	General Economic and Commerce Affairs		
Big 4 Alignment:			
Accounting Officer:	George Mwangi Muriithi		
Period: FY	2022/2023		
Process Documentation			
Service Name	CULTURE CENTER HALL BOOKING		
Brief Description Document Purpose/Service			
Document Control: Change Record/ Version Number	Version 1		
Process Owner: Name and Position	Mary Kimamo Director-Tourism and Culture		
Process Writer (s); Name and Position	1. Wilson Wahome- Tourism Officer 2.		
Process Reviewer (s) Name and Position	1.Zipporah Gituma- Senior Tourism Officer 2.		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Enquiry-Department of Trade, culture office Tel-0207840588	1 day	Tourism and Cultural Officers.
2.	Booking Reservations	1 Day	Directorate Officers
3.	Payment to the Bank	1 Day	Client
3.	Receipt revenue office	1 Day	Revenue office
4.	Submit receipt to the Tourism and Culture Office	1 Day	Client.
5.	Provision of Clean facility with amenities.	1 day	Directorate Staff.
(Add rows as necessary)			

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: e.g. Double Booking.	1.	E.g., The Customer making the payment of the Hall before making reservations and the hall was already reserved for another Customer.	1 Day	Directorate Staff.

Process Maps/Visuals

