



guest**Pro**
TOURS

PROFILE



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Executive Summary

GuestPro Tours Ltd is a Transport and Logistics business entity under a form of sole proprietorship. It has started its official and legal operations in 2015 and it is based in Kigali, though its services are extended to the countrysides of Rwanda.

GuestPro Tours is registered within RDB and RRA with a TIN number of 103660937. The main objective of GuestPro Tours is to provide transport services in Rwanda and to become a key player in the country. We have a wide range of targeted market, like international events being hosted in our country, local events and institutions that might need to provide the transport services to their staff members.

GuestPro Tours Ltd does not limit its services to big companies, but also to individuals. We do self-drive vehicle rental and chauffeured services to all individuals who need luxury private transport services.

GuestPro Tours finds capacity and expertise to perform all of its responsibilities from its staff members. With almost 5 years of experience in the industry, we have 10 permanent staff members who run the office, ensure proper marketing is being done and work hand in hand with our partners to make sure we are connecting properly. We also handle and work closely with the part-time staff that are also part of the company and are contracted per demand increase of events. The entire team is made of people who have a background in transport coordination services, and who worked in that industry at least 3 years before joining the company.



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VISION

Our vision is to build a quality transportation services company in Rwanda and to earn our place amongst the key players in the industry on the national and international level.

MISSION

Our mission is to provide excellence in customized logistics services, adding further value to our customers' businesses that assists them achieving their own company goals.



Our Core Values



- Conduct ethical business practices
- Focus on customer needs
- Develop partnerships with all of our customers
- Practice continuous improvements
- Ensure safety of our clients

Our Key Staff





Patrick Rukundo

Patrick is the Managing Director and Founder of GuestPro Tours Ltd. He is a result oriented and self-motivated person, always looking for the creative and innovative ways of doing business. Details and perfection are so key to him and his team eventually. He is a young and dynamic leader, who gets along with everyone else. He has over 5 years of experience in leading projects, with a deep understanding in transport and logistics related.



Edouige Ingabire

Edouige is the Operations & Communications Officer. With her experience in customer relations and business operations processes, she plays a considerable role in achieving corporate goals. She is a resourceful person with good interpersonal skills. She has great passion in writing and she has competent skills for that, hence doing most of the writing on behalf of the company.



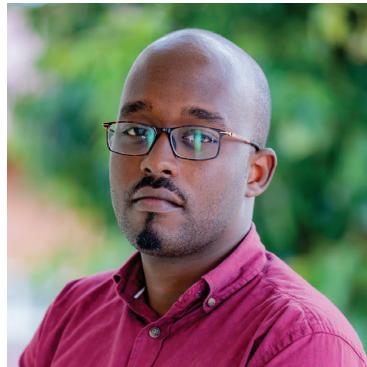
Bernisse Kayirangwa

She is our accountant and finance personnel. With her educational background & experience in this field, GuestPro Tours cannot go a day without her. She plays a big role because thanks to her reports, we know where we are heading.



Francois Bigirimana

Francois is another big reason we are operating today. Making connections and using them for the benefit of the company is a competency he has mastered and this is so key to GuestPro Tours. He is our Marketing and Sales Manager. He strives to take the company to the next door and eventually next level.



Igor Kayiranga

Our logistics officer. He has great sense of humor and can interact with our client the best way. He insures the safety and good condition of our vehicles on a daily basis. Insurances, police check certificate, car servicing are his daily life. He is skilled with people management and following up with clients requirements. He is also in charge of drivers conduct and proper communication with our costumers.



Chrsitophe Guy Rutayisire

He is our Receptionist and Administrative assistant. He has passion and is skilled in welcoming company guests. He is skilled in performing all corporate administrative roles with great consideration of time.

Strategy to Success



Quality and Excellent Service: For us to maintain a long lasting and profitable company, we provide excellent service and company relationship with clients which is not common everywhere else.

Reputation: We ensure integrity and credibility in the service that we provide. We dedicate our time and team to the work, and our attention goes up to the little details to make sure that we leave a seamless and recommendable experience behind.

Staff: We are delicate when hiring. We care so much on whom we assign our duty to. The right person in the right place is something very important and bringing experienced people in the job helps us to provide a complain-free service all the time.



Our Services



GuestPro Tours Ltd offer transport and logistics services to its clients. We rent a wide range of vehicles to individuals, corporate companies, and events. Here are our services detailed:

Self Drive Car Rental: We rent our vehicles to be used within the territory of Rwanda , under a signed contract to our client and we let them enjoy the pride of owning our luxury cars.

Chauffered Car Rental: For those who want to get somewhere, and would like us to provide a vehicle with a driver. We do it for you. We have selected drivers, who are able to communicate in French and English and who mastered all corners of our country.

Wedding Vehicle Rental: We have luxury cars that can be rented for weddings. Our ride on people's big day ensures safety, smartness and is a stress free service.

Events Transport and Logistics: National and international event planners would eventually need transport services to take delegates from the airport to their respective hotels and venue. GuestPro Tours have been offering this service since 2015 till today and we are still going and improving. We provide satisfying transport services and necessary coordination and allow conference delegates to enjoy their stay in Rwanda with a stress free experience.

Tourism Planning: We organize visits to different touristic sites in our country like Akagera National Park, Canopy walk, Lac Kivu Beach etc... We can help you realize your dream as you planned , but we also propose a package to our clients.

Excursion Activities planning: We organize short trips to explore the different beautiful places in Kigali and other corners of the country. These may include, Kigali City Tour, trips to Lac Muhazi or Lac Kivu etc.... These are group activities that we plan and we allow people to connect and have fun moments together.

Scope of Work



Events Transport, Logistics and Coordination- Concept Model

Below is our scope of work Scheme for Event Transport Coordination. It includes the details of the service that we deliver from the start up to the end. The first phase includes what we deliver before the start of the event. The second phase includes what we deliver during the event. And the final phase includes what we deliver after the service completion.

“ Details of the service that we deliver from the start up to the end ”

Our Pre-service Phase scheme

In this phase, the service provider need to meet the client for provision of details related to the event and for ranking the priorities. Below are the tables and forms prepared by the service provider to be able to deduct all the needed information from the client and they also guide in the next phases.



Event Details

Name of the Client			
Name of the event			
Venue			
Proposed event dates:	From:	To:	
Number of Delegates			
Site Visit information:	Dates:	Venue:	Time:
Dinner Details:	Dates:	Venue:	Time:
Any other side activity:	Dates:	Venue:	Time:

Partner Hotels

No	Name of Hotels	Number of delegates in that Hotel
1		
2		
3		
4		

Airport Arrival & Departure Details

No	Delegate Name	Flight Details	Arrival Date	Arrival Time	Departure Date	Departure Time
1						
2						
3						
4						
5						

NB: The client is requested to provide details of delegates' transport categories:

- VIP Dedicated transport
- VIP pool transport
- Shuttle transport
- Special cases (Any case of disability)

Service Provider Deliverables



Provision of the final Routing Plan basing on the Hotels involved

Airport Parking Reservation and Payment Before the event starts

Provision of all vehicles Plate Numbers and Drivers Contacts

Branding of all vehicles according to the routing plan

Provision of event coordinators contacts

Arrangment with the client regarding the Police Technical Inspection

III. B. Service Flow at the Start of the Event

In this phase, the service provider need to meet the client for provision of details related to the event and for ranking the priorities. Below are the tables and forms prepared by the service provider to be able to deduct all the needed information from the client and they also guide in the next phases.

- Vehicle Available according to Arrival Flight details
 - Vehicle available 24/24 when no Details
 - Professional Drivers who also help delegate in luggage loading and offloading
 - Ushers to lead Delegates from their Luggage area to the parking area
 - 2 to 5 Transport Coordinators at the at the airport to handle arrival smoothly according to the size of the event
 - Dropping all delegates to their respective Hotels
- Morning Pick Up from all Hotels to the Venue for the conference
 - Management that ensures all delegates have reached at the venue(this includes multiple timed-rounds between Hotels and venue)
 - Evening timed rounds of dropping delegates from the venue back to their respective Hotels
 - Coordination of transport to dinner venues if planned
 - Availing Coordinators per route to coordinate with the Overall at Venue on the important quick actions to be taken
- Availing a coordinator and an usher at each Hotel to handle departures
 - Splitting of cars to handle departures per route, with timed rounds every one every one hour



Transport Guidance to Delegates

Upon arrival at the Kigali International airport, identify your hotel shuttle line from the list below. See the bottom of this page for more information on specific shuttle schedule departure and arrival times.. For questions about transportation call (+250) 0788-505-353.

The bus route and stops are detailed at the bottom of this page. (If you aren't staying at one of the hotels on the bus route you can still catch the bus - simply walk to the nearest hotel from your location.)

- The buses won't stop for long at each location as they need to complete the loop in the shortest possible time to get back again, so please make sure you are ready when they arrive or you will need to wait for next bus to arrive.
- Shuttles can't detour to other motels/hotels.

How to catch the bus

- Look for Event signage (Art Work) in the bus window
- The Buses are free for delegates (it is a trust based system, you aren't required to wear a delegate badge or provide a ticket to the driver).



Red line

Road 1

Marriott Kigali, Kigali Serena Hotel, Hotel des Mille Collines
Hill View Hotel & Apartments and Galaxy Hotel

Orange line

Road 2

Scheba Hotel, Karisimbi Hotel, Gorillas Hotels and Park Inn

Yellow Line

Road 3

La Posh Hotel, 2000 Hotel, Onomo Hotel and Ubumwe Grande
Hotel

Green Line

Road 4

Grand legacy Hotel, Beausejour Hotel, Hotel chez Lando and
Lemigo Hotel

Blue line

Road 5

Gorilla Golf Hotel, Elevate Suites Kigali, Hotel Villa Portofino
Kigali, Orient Park Hotel, Highlands Suites Hotel and Garr Hotel

Purple Line

Road 6

Select Hotel Kigali, Park View Courts, The Court Boutique Hotel
Kigali and Dmall Hotel



C. Demonstrated Success

GuestPro Tours Ltd has been offering transport and logistics services for close to 5 years now. We have worked with various event planners and companies for big events as outlined in the table below:

No	Events Covered	Estimated Delegate Number
1	Symposium on Financial Inclusion- October 2016 The MasterCard Foundation	300 Delegates
2	8th Africa Society for Blood Transfusion Congress (AFSBT), 2016	500 Delegates
3	Afrexim Bank AGM- June 2017	600 Delegates
4	The MasterCard Foundation Young Africa Works- Feb 2017	300 Delegates
5	1st WHO Africa health Forum, 2017	800 Delegates
6	Transform Africa, 2017	1300 Delegates
7	12th African Dairy Conference and Exhibition, 2017	400 Delegates
8	42ème Assemblée Générale Annuelle de la FANAF- Feb 2018	600 Delegates
9	International Conference on Family Planning- Nov 2018	5000 Delegates
10	Baobab Summit- August 2018 The MasterCard Foundation	300 Delegates
11	Next Einsten Forum – February 2018	2000 Delegates
12	CECAFA Women – July 2018	300 Delegates
13	FIFA Council Meeting – October 2018	200 Delegates
14	Africa Fine Coffee Conference & Exhibition – February 2019	300 Delegates

Payment Modalities

- Direct Deposit
- Bank transfers
- Mobile payment
- Credit cards
- By Cash



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Our
Cars



Executive Bus – 50 Seater



Coaster- 25 Seater



Land cruiser 200 VX- R



Teramont - VolksWagen



Land cruiser Prado- TXL



Passat



Rav 4 Toyota



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